

Position Description



Water Planning & Delivery Team Leader

Portfolio: Operations

Reporting to: Manager Water Planning & Delivery

Position Purpose

Lead and support the performance and development of a team of technical staff operating water supply systems to ensure the delivery of water to customers and the environment are within specified quantities, quality parameters and timeframes, in a cost effective manner to optimise system yield and put safety first.

Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of our people as the number one priority and always role model safe behaviour.
Values: behave and make decisions in accordance with the WaterNSW Values at all times.
2. **Leadership:** delivering strategic priorities and developing the culture, capability and performance of our people.
3. Coordinate the activities of WPD regional staff developing and maintaining the roster to ensure the appropriate and efficient allocation of human and technical resources, and manage staff fatigue.
4. Provide timely guidance, coaching and feedback to help team members strengthen specific knowledge/skill areas needed to accomplish tasks and solve problems.
5. Actively coordinate the performance and development of team members to ensure a sound understanding of the business drivers, environment, challenges, strategies and improvement actions.
6. Maintain knowledge of supply system operation plans and protocols to ensure the coordinated water delivery service meets water quality and quantity needs of customers, stakeholders and regulators.

7. Ensure that WPD regional staff develop, manage and apply water resources assessment models and tools including medium term water delivery system configuration plans, supply forecasting and benchmarking to ensure the most efficient allocation of water using best practice.
8. Liaise with major customers, regulators and stakeholders to optimise delivery of water and meet customer expectations, as required.
9. Identify opportunities for improved operational performance and continual business improvement strategies, including the documentation of operational procedures to ensure consistency of processes across the state.

Key Challenges

- Achieving substantial improvement in safety performance and maintaining high levels of customer service, efficiency and effectiveness during a period of significant change.
- Negotiate with and balance the needs of diverse customer and stakeholder groups to resolve potential conflicts during a period of uncertain and variable water availability, and legislative and major organisational change.
- Optimise water delivery strategies and activities during a period of industry reform.
- Manage major step change within the team, particularly the implementation of new technology and procedures whilst maintaining customer and stakeholder satisfaction.

Significant Internal Relationships

Stakeholder	Purpose of Relationship
Water Planning & Delivery team	Work collaboratively and provide support to achieve common goals
Customer Services	Work collaboratively to ensure customer transactions and water deliveries
Corporate Affairs	Work collaboratively to provide information for stakeholder communications

Significant External Relationships

Stakeholder	Purpose of Relationship
Major customers, such as Sydney Water, Irrigation Corporations, Environmental Water holders, Local Water Utilities, Energy companies (as relevant to each region).	Provide relevant information for joint water planning and delivery operations.
External customers	Discuss water delivery issues and work together to achieve a positive outcome.
DPE Water, MDBA, NRAR, NSW Health (as relevant by region)	To provide information in line with policy and regulatory requirements.
BoM, SES	Contribute to planning in relation to operations, particularly flood operations.
Customer Advisory Groups (CAGs)	Provide information with respect to operational plans.

Delegations, Financial Accountabilities & Freedom to Act

As defined in the WaterNSW Financial Delegations as varied from time to time.

WaterNSW Leadership & Performance Competencies

People	Level	
Coaching & Developing Others	B	<ul style="list-style-type: none"> Supports individual development in line with career aspirations and business requirements Challenges others to achieve their full potential Actively listens to others Supports others to establish meaningful goals Asks questions to create awareness and encourage self-directed problem solving

Driving Performance	B	<ul style="list-style-type: none"> • Supports individual development in line with career aspirations and business requirements • Challenges others to achieve their full potential • Actively listens to others • Supports others to establish meaningful goals • Asks questions to create awareness and encourage self-directed problem solving
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Customer	Level	
Collaboration & Engagement with Customers & Stakeholders	B	<ul style="list-style-type: none"> • Builds and maintains relationships with individuals from other work groups to accomplish shared goals • Adapts approach to meet the needs of a broad range of customers and stakeholders

Business	Level	
Safety & Risk Management	B	<ul style="list-style-type: none"> • Takes immediate and appropriate action to minimise risk and maximise opportunities • Implements and monitors policies, procedures and programs. • Role models safety behaviour • Considers safety and risk in all business decisions
Continuous Improvement	B	<ul style="list-style-type: none"> • Analyses current processes and practices to identify opportunities for improvement • Identifies patterns in data and information and implements improvements based on this analysis

		<ul style="list-style-type: none"> • Has knowledge of and able to apply appropriate continuous improvement tools to achieve the best outcome • Undertakes improvement projects within own team or business area to improve outcomes by utilising innovative thinking
Planning & Delivering Results	B	<ul style="list-style-type: none"> • Manages expectations and accepts accountability for deadlines, budget and outcomes • Delivers consistently to plans and focuses on the achievement of results despite obstacles • Implements quality assurance practices to ensure projects and activities are delivered to required standards. • Initiates action without prompting

Mandatory Candidate Requirements

Qualifications:

- Tertiary qualifications in engineering, science or related field, or equivalent knowledge and experience.

Knowledge:

- Sound knowledge and understanding of water planning and delivery operations in river or related systems.
- Demonstrated knowledge of NSW Water Management legislation, regulations and policies.

Experience:

- Proven experience in leadership, developing teamwork and training staff that continuously improves operational performance.
- Experienced communicator, negotiator, problem solver and networker.
- Experienced in establishing and maintaining relationships with stakeholders, customers and regulators.
- Experience in establishing and maintaining excellent relationships with stakeholders, customers and regulators.
- Proven experience in working within a team environment to achieve corporate and business unit objectives and maximise operational performance.

Pre-Employment Checks Required

- Identification
- Qualifications
- Drivers Licence
- Pre-employment Medical – office & field based
- Police Check
- Covid19 Vaccinations