

# Position Description



## Water Planning & Delivery Specialist

### Portfolio: Operations

### Reporting to: Manager Water Planning & Delivery

#### Position Purpose

Designs, develops, implements and supervises resource assessments, water operation plans and systems to provide technical assurance, expert advice and enable the most efficient 24/7 delivery of water to our customers and stakeholders across the state and the environment 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.
2. **Values:** behave and make decisions in accordance with the WaterNSW Values at all times.
3. Review and direct optimised daily system operations and plans to meet customer needs and business performance indicators in terms of both quality and quantity in line with requirements of Works Approvals, Water Sharing Plans and supply agreements in an efficient and cost-effective manner.
4. Apply specialist expertise to assess and optimise operations in response to supply and quality risks and opportunities and particularly to identify when current procedures may not adequately address these potential risks and opportunities. This optimisation includes analysis of risks and opportunities from conflicting demands between; water quality, yield, infrastructure and regulatory constraints, multiple weather outlooks, asset outages, changing customer demands and outages, and community impacts and events.
5. Review and recommend water resources assessment models and tools including water delivery system configuration plans, supply forecasting and benchmarking to ensure the most efficient allocation of water using best practice.

6. Operate and direct the operations of water infrastructure during significant operational events (including droughts, floods and water quality events) in line with approved operating protocols to minimise risk to customers, assets and the downstream environment.
7. Identify opportunities for improved operational and continual business improvement strategies and performance through the review of the Water Operators including the documentation of operational procedures to ensure consistency of processes across the state.
8. Deliver and provide technical advice to other business units and on assigned projects including water portfolio responsibilities in a way that is consistent with regulatory requirements that add value to customers and stakeholders.
9. Develop and deliver key documentation, systems, tools and training packages for the Flood Management Framework and in other areas as required. Train and provide technical guidance to WPD Officers and other team members, as required.
10. Ensure that key documentation including outage plans, procedures and materials are prepared, approved and available for use.

## Key Challenges

- Achieve optimal business outcomes during a period of major organisational change and uncertain and variable water availability and environmental conditions.
- Embrace and drive change, particularly the implementation of new technology and procedures whilst improving customer and stakeholder satisfaction.
- Minimise water delivery risk exposure by utilising new systems processes to ensure accurate and timely collection, provision and analysis of data and information, whilst achieving substantial efficiencies.
- Continually improve water delivery strategies and activities during a period of industry reform led by the Federal government.

## 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
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## 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"> <li>Supports individual development in line with career aspirations and business requirements</li> <li>Challenges others to achieve their full potential</li> <li>Actively listens to others</li> <li>Supports others to establish meaningful goals</li> <li>Asks questions to create awareness and encourage self-directed problem solving</li> </ul>

Customer	Level	
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Collaboration & Engagement with Customers & Stakeholders	B	<ul style="list-style-type: none"> <li>Builds and maintains relationships with individuals from other work groups to accomplish shared goals</li> <li>Adapts approach to meet the needs of a broad range of customers and stakeholders</li> </ul>
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Business	Level	
Safety & Risk Management	B	<ul style="list-style-type: none"> <li>Takes immediate and appropriate action to minimise risk and maximise opportunities</li> <li>Implements and monitors policies, procedures and programs.</li> <li>Role models safety behaviour</li> <li>Considers safety and risk in all business decisions</li> </ul>
Continuous Improvement	B	<ul style="list-style-type: none"> <li>Analyses current processes and practices to identify opportunities for improvement</li> <li>Identifies patterns in data and information and implements improvements based on this analysis</li> <li>Has knowledge of and able to apply appropriate continuous improvement tools to achieve the best outcome</li> <li>Undertakes improvement projects within own team or business area to improve outcomes by utilising innovative thinking</li> <li></li> </ul>
Planning & Delivering Results	B	<ul style="list-style-type: none"> <li>Manages expectations and accepts accountability for deadlines, budget and outcomes</li> <li>Delivers consistently to plans and focuses on the achievement of results despite obstacles</li> </ul>

		<ul style="list-style-type: none"> <li>• Implements quality assurance practices to ensure projects and activities are delivered to required standards.</li> <li>• Initiates action without prompting</li> </ul>
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## Mandatory Candidate Requirements

### Qualifications:

- Tertiary qualifications in relevant engineering discipline or equivalent level of operational experience.
- Current NSW Drivers Licence.

### Knowledge:

- Advanced knowledge and understanding of operations in river and water supply system operations.
- Advanced knowledge and understanding of bulk supply operations for the supply of water to high profile customers within exact, stringent standards.

### Experience:

- Experience with the use of hydrological and/or hydraulic models.
- Demonstrated ability to implement practical strategies, policies, procedures and tools for water delivery, flood and water quality emergency management.
- 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.
- Experienced communicator, negotiator, problem solver and networker with the ability to manage and prioritise conflicting demands.

## Favourable Candidate Requirements

- Knowledge of lake water quality (limnology) and river hydrology.
- Understanding of water treatment processes.
- Knowledge and experience in process improvement.
- Experience or an interest in information technology and assisting with the development of software systems to drive business improvement.

### **Pre-Employment Checks Required**

- Identification
- Qualifications
- Drivers Licence
- Pre-employment Medical
- Police Check
- Covid19 Vaccinations