**Portfolio: Operations**  
**Reporting to: Area Manager**

## Position Purpose

To lead and support a team that provides a range of personalised customer services, while also providing customers with access to their available water, through accurate and timely accounting transaction including usage via a range of assessment methods, surveillance and reporting activities and to put safety first.

## Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of everyone 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. **Leadership:** delivering strategic priorities and developing the culture, capability and performance of our people.
4. Plan and manage the coordination and collection of high quality and consistent water usage data and information ensuring the data is fit for purpose and meets organisational standards.
5. Establish and nurture internal relationships to develop business knowledge and understanding that will deliver quality usage data to support other business areas in managing customer issues.
6. Partner with Customer Services to conduct onsite audits and verify usage data to support compliance with Non-Urban Meter Reform and Flood Plain Harvesting.
7. Ensure accurate and legal water extraction at the appropriate time, to enable compliant and efficient water delivery and generate revenue collection/protect.
8. Ensure the accurate recording, calculation and analysis of customer water usage to enable reliable water account balances for customer business operations and planning.
9. Point of escalation of customer issues including dispute resolution and complaints handling at a higher level of customer relationship management.
10. Provide assistance as required, to support the Regional Operations team during times of increased and/or varied workload to ensure that WaterNSW meets the requirements of stakeholders.
11. Promote and role model a growth mindset and knowledge transfer to support capability uplift within the Field Services team improving the overall customer service and employee experience at WaterNSW.
12. Utilise best practice change management and communicating strategies to effectively lead the team and ensure buy-in of our people for new ways of working.

## Key Challenges

* Transforming team members’ thinking paradigm to one that is focused on commerciality, efficiency, prioritising value add activity and eliminating waste.
* Achieving and maintaining a high level of safety performance and maintaining high levels of customer service, efficiency and effectiveness during a period of significant change.
* Embedding Field Services in Regional Operations with a focus on identifying opportunities for the sharing of resources optimising operational field forces.
* Coordination of field work in isolated locations requiring overnight travel.

## Significant Internal Relationships

|  |  |
| --- | --- |
| Stakeholder | Purpose of Relationship |
| Regional Operations TL | Collaborate to explore resource sharing opportunities |
| Water Planning & Delivery | Collaborate to ensure consistent end to end customer service standards are applied – Knowledge and information Sharing |
| Customer Services | Develop and maintain relationships to resolve issues in a timely and efficient manner |

## Significant External Relationships

|  |  |
| --- | --- |
| Stakeholder | Purpose of Relationship |
| Water users | Ensure customer water accounts are managed and issues resolved in a timely manner |
| Duly Qualified Persons (DQPs) | Support DQPs in the field to resolve issues |

## 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 |  |
| Communicating with influence | A | * Uses information, facts and figures to explain an idea or concept * Initiates conversations and asks appropriate questions where necessary * Presents information in a clear and structured manner, both verbally and in writing, to ensure a positive response from the audience |
| Driving Performance | A | * Communicates clear expectations about what is required * Conducts regular one on one meetings to provide regular feedback on work progress * Is quick to initiate constructive conversations in relation to performance * Actively listens to understand before responding |

|  |  |  |
| --- | --- | --- |
| Customer | Level |  |
| Collaboration & Engagement with Customers and Stakeholders | A | * Builds effective and positive relationships with customers and stakeholders * Understands customer and stakeholder needs * Forms strong relationships with immediate networks to achieve results |
| Customer and Service Responsiveness | B | * Seeks to deeply understand customers and their needs * Takes responsibility for meeting customers’ needs and resolving escalated customer issues * Establish project plans to deliver quality services * Suggests improvements to deliver a better customer experience * Expands and uses professional and business knowledge to meet customer needs |

|  |  |  |
| --- | --- | --- |
| Business | Level |  |
| Safety & Risk Management | B | * 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 |
| Planning & Delivering Results | B | * 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:**

* Certificate in a Trade or relevant experience in a field based/irrigation role
* Current NSW Drivers Licence

**Knowledge:**

* Knowledge of WH&S Management Systems and relevant legislation.
* Proven competency in the use of Microsoft Office applications.

**Experience:**

* Experience in working with collection of field data.
* Experience in building and managing internal and external stakeholder relationships.
* Experienced communicator, negotiator, problem solver and networker.
* Experience making quality and accurate decisions within a regulated environment.
* Supervisory experience with ability to provide leadership, develop team-work and training to continually improve operational performance.

## Favourable Candidate Requirements

* Certified Meter Installer
* Ability to maintain strong cross business relationships and networks
* Experience leading a regionally dispersed team.
* Demonstrated ability in the use of computer-based systems and programs and ability to learn new software.

## Pre-Employment Checks Required

* Identification
* Qualifications
* Pre-employment Medical – Field based
* Police Check