

Position Description



Technical Services Manager

Portfolio: Operations

Reporting to: General Manager Regional Operations

Position Purpose

Lead and manage the Technical Services team in providing direct engineering, planning, and project delivery support to maximise value, avoid risk, and reduce cost whilst driving excellence in safety.

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. **Leadership:** delivering strategic priorities and developing the culture, capability and performance of our people.
4. Lead and manage the Technical Services team including planning, maintenance engineering, instrumentation and control system maintenance and support, and project planning and delivery
5. Lead and manage High risk work within the region, ensuring high risk tasks are risk assessed, treatments are adequate, and all works are completed safely.
6. **Asset management:** provides guidance, insights, and advice on asset management life cycle and operational input to asset class and maintenance plans.
7. **Planning:** Ensure the effective planning, for the execution of maintenance, operations, outages, projects, and monitoring for the region of responsibility.
8. **Regional Representation: Drive** the execution of our Regional Community engagement strategy and a key local contact for communities and regional stakeholders.
9. **Development: Drive**, and contribute to initiatives for knowledge sharing, cross skilling, and team development to deliver quality, efficiency and alignment in all activities across all regions.

10. Innovation: Lead the team adoption of appropriate technology, automation and optimisation to manage all resources most effectively.

11. Knowledge Management: Drive effective knowledge management across the region to deliver consistent and reliable execution of maintenance and project activities

12. Incident Management: Accountable for a coordinated and appropriate response to operational incidents, and work collaboratively with stakeholders to ensure continued safe water supply.

Key Challenges

- Building a 'one WaterNSW' culture within region of responsibility ensuring alignment across the whole Operations BU and broader organisation.
- Developing, agreeing and implementing the plan for workplace redesign.
- Ensuring the realisation of opportunities for optimisation, automation and increased consistency and effectiveness
- Driving improvement and efficiency initiatives across the Regional teams

Significant Internal Relationships

Stakeholder	Purpose of Relationship
Region Operations Team	First team
Technical Services Team	Leader of Team
Water Planning & Delivery Team	Principal internal customer
Asset Planning & Delivery team	Collaborative management of work programs and asset management plans
Operations & Performance Support Team	Collaborative drive for improvement

Significant External Relationships

Stakeholder	Purpose of Relationship
Nil	

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	
Driving Performance	B	<ul style="list-style-type: none"> Ensures the team has the capability and resources required to undertake work effectively Monitors team's progress in achieving goals; takes action to keep the team on track and recognise achievements Works with team members to develop SMART goals Listens to and involves others in team decisions and actions; values and utilises individual differences and talents.
Managing Change	C	<ul style="list-style-type: none"> Leads and engages teams in all aspects of the change process Provides coaching to employees and teams to manage change effectively Creates a safe environment in times of change to express views Understands the need to apply effective change disciplines to achieve business outcomes

Customer	Level	
Collaboration & Engagement With Customers and 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	
Continuous Improvement	C	<ul style="list-style-type: none"> Uses data to prioritise improvement opportunities and reduce variance in organisational processes Undertakes improvement projects that cross business unit boundaries to improve the end-to-end process and customer experience Coaches and supports team members and colleagues on the selection of and use of continuous improvement tools

		<ul style="list-style-type: none"> Challenges the status quo to identify improvement or innovation opportunities when appropriate
Safety & Risk Management	C	<ul style="list-style-type: none"> Uses various sources of information to gain feedback on the effectiveness of risk treatment actions. Assesses the effectiveness of current policies and practices Initiates policy and procedure change conversations Educates and coaches others in understanding and implementing safety behaviour in the workplace
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
Analysis & Problem Solving	C	<ul style="list-style-type: none"> Takes a broad view when analysing complex and ambiguous situations Recognises patterns and draws linkages between data and/or situations Develops long term solutions that address the root cause of problems and prevent recurrences Selects and uses problem solving tools appropriate to the problem and the context Evaluates the effectiveness of implemented solutions

Mandatory Candidate Requirements

Qualifications:

- Bachelor of Engineering (or equivalent) or equivalent experience in a relevant heavy industrial or utility environment
- Current Australian Drivers Licence

Knowledge:

- Whole-of-life asset management experience, including determining, analysing, reporting, and improving asset performance; for reliability, availability, maintainability, safety, compliance, cost, and risk.

Experience:

- Experience in Leading a multidisciplinary engineering team providing coaching and mentoring to aid development and ensure effective delivery of services.
- Demonstrated recent success in embedding a safety culture and mindset within a front-line operational business function and driving continuous improvement
- Demonstrated experience in complex asset related failure investigations to determine the root-cause with a proven background in providing and implementing corrective actions & improvements to meet operational needs.
- Demonstrated experience in planning, scheduling, for maintenance and operations
- Demonstrated experience in delivering projects within a maintenance environment.

Favourable Candidate Requirements

- Proven experience with industrial plant (large pumps, pipelines and fluid control devices an advantage), building services and structures with industrial experience within a process industry.
- Experience conducting engineering analysis and audits to determine compliance with policies, procedures, specifications and mandatory standards.
- Proven experience in the use of asset and maintenance management systems to identify analyse and resolve faults.

Pre-Employment Checks Required

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