POSITION DESCRIPTION

1. POSITION DETAILS

Position Title	Water Systems Operations Support Manager
Business or Service Unit	System Operation & Asset Maintenance
Position Manager	Manager Water Systems Operation
Position Location	Negotiable

2. POSITION PURPOSE

Manage the delivery of water information services and systems to ensure the delivery of water to customers and the environment are within specified timeframes; develop strategies, policies and procedures and related training and put safety first.

3. KEY ACCOUNTABILITIES

(1) Ensure all activities are undertaken with the safety of people as the number one priority and at all times role model safe behaviour.

(2) Actively model the WaterNSW Values and Behaviours at all times, developing and driving corporate strategic priorities and developing the culture, capability and performance of our people.

(3) Provide expert support to water systems operations to mitigate risks during normal operations as well as during abnormal events which result in flooding, supply shortfalls or water quality incidents.

(4) Ensure the development, maintenance, training and implementation of best practice flood operations procedures and systems.

(5) Ensure appropriate water data systems and models are available to support water operations decision making.

(6) Implement the timely delivery of water supply operations plans/programs to ensure that delivery systems meet water quality and quantity needs.

(7) Identify and implement opportunities for improved operational performance and continual business improvement strategies.

(8) Ensure that reporting is undertaken to regulators and customers as per legislative and customer supply agreements.

(9) Develop strategies, policies, procedures, standards and related training to improve service delivery and mitigate risks.

(10) Co-ordinate the development of team members to ensure a sound understanding of the business drivers, environment, challenges, strategies and improvement actions.

4. SIGNIFICANT EXTERNAL RELATIONSHIPS FOR WHICH THIS POSITION IS THE PRIMARY CONTACT

- This position is the primary contact for the SES and Bureau of Meteorology for flood operations and flood forecasting systems.

5. AUTHORITY LIMITS

- As per *Standing Delegations* instrument from time to time.

RECRUITMENT GUIDE: WATER SYSTEMS OPERATIONS SUPPORT MANAGER

1.   KEY COMPETENCIES

Individual Contributor	Team Leader	Manager	Executive
Decision Making Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.	**Decision Making** Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.	**Strategic Decision Making** Obtaining information and identifying key issues and relationships relevant to achieving a long-range goal or vision; committing to a course of action to accomplish a long-range goal or vision after developing alternatives based on logical assumptions, facts, available resources, constraints, and organizational values.	**Establishing Strategic Direction** Establishing and committing to a long-term business direction based on an analysis of systemic information and consideration of resources, market drivers, and organizational values.
	Developing Others Planning and supporting the development of individuals' skills and abilities so that they can fulfil current or future job/role responsibilities more effectively.	**Coaching** Providing timely guidance and feedback to help others strengthen specific knowledge/skill areas needed to accomplish a task or solve a problem.	**Coaching and Developing Others** Providing feedback, instruction, and development guidance to help others excel in their current or future job responsibilities; planning and supporting the development of individual skills and abilities.
Active Learning Demonstrating zeal for new information, knowledge, and experiences; regularly seeking and capitalizing on learning opportunities; quickly assimilating and applying new information. **Personal Growth Orientation** Actively pursuing development experiences to improve interpersonal and business impact.	**Selecting Talent** Evaluating and selecting internal and external talent to ensure the best match between the individual and the work requirements.	**Selecting Talent** Evaluating and selecting internal and external talent to ensure the best match between the individual and the work requirements.	**Building Organisational Talent** Establishing systems and processes to attract, develop, engage, and retain talented individuals; creating a work environment where people can realize their full potential, thus allowing the organization to meet current and future business challenges.
	Delegating responsibility Allocating decision-making authority and/or task responsibility to appropriate others to maximize the organization's and individuals' effectiveness.	**Delegating Responsibility** Allocating decision-making authority and/or task responsibility to appropriate others to maximize the organization's and individuals' effectiveness.	**Empowerment and Delegation** Sharing authority and responsibilities with others to move decision making and accountability downward through the organization, enable individuals to stretch their capabilities, and accomplish the business unit's strategic priorities.
	Leading Through Vision and Values Keeping the organization's vision and values at the forefront of associate decision making and action.	**Selling the Vision** Vividly communicating a compelling view of the future state in a way that helps others understand and feel how business outcomes will be different when the vision and values become a reality.	**Selling the Vision** Vividly communicating a compelling view of the future state in a way that helps others understand and feel how business outcomes will be different when the vision and values become a reality.
Work Standards Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.	**Driving for Results** Setting high goals for personal and group accomplishment; using measurement methods to monitor progress toward goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous improvement.	**Driving for Results** Setting high goals for personal and group accomplishment; using measurement methods to monitor progress toward goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous improvement.	**Passion for Results** Driving high standards for individual, team, and organizational accomplishment; tenaciously working to meet or exceed challenging goals; deriving satisfaction from goal achievement and continuous improvement.
Managing work Effectively managing one's time and resources to ensure that work is completed efficiently.	**Planning and Organising** Establishing courses of action for self and others to ensure that work is completed efficiently.	**Driving Execution** Translating strategic priorities into operational reality; aligning communication, accountabilities, resource capabilities, internal processes, and ongoing measurement systems to ensure that strategic priorities yield measurable and sustainable results.	**Driving Execution** Translating strategic priorities into operational reality; aligning communication, accountabilities, resource capabilities, internal processes, and ongoing measurement systems to ensure that strategic priorities yield measurable and sustainable results.
Adaptability Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.	**Facilitating Change** Encouraging others to seek opportunities for different and innovative approaches to addressing problems and opportunities; facilitating the implementation and acceptance of change within the workplace.	**Leading Change** Identifying and driving organizational and cultural changes needed to adapt strategically to changing market demands, technology, and internal initiatives; catalyzing new approaches to improve results by transforming organizational culture, systems, or products/services.	**Leading Change** Identifying and driving organizational and cultural changes needed to adapt strategically to changing market demands, technology, and internal initiatives; catalyzing new approaches to improve results by transforming organizational culture, systems, or products/services.

2. MANDATORY KNOWLEDGE AND QUALIFICATION REQUIREMENTS

- Tertiary qualifications in a relevant engineering/science discipline or experience deemed equivalent.
- Demonstrated knowledge of NSW Water Management legislation.

3. MANDATORY EXPERIENCE

- Experience in strategic planning and operating at a management level.
- Extensive experience in management of the administration and support of applications used for operational water systems.
- Proven experience in leadership of multi discipline teams, developing teamwork and training staff that continuously improves operational performance, completes documentation, and successfully delivers projects.
- Experienced communicator, negotiator, problem solver and networker.
- Ability to prioritise analyse complex problems, identify critical issues and develop strategies for delivering solutions.
- Experienced in establishing and maintaining relationships with stakeholders, customers and regulators.
- Strong focus on identifying areas for continual improvement and raising awareness of need to make improvements as appropriate to increase reliability, usability, security of the operational water support systems.

4. EXPERIENCE THAT WILL BE VIEWED FAVOURABLY BUT IS NOT MANDATORY

- Demonstrated knowledge of contemporary trends in water supply operations management.
- Demonstrated knowledge in the development of computer models and links to real time data.
- Extensive knowledge of SCADA applications and technologies.

5. KEY CHALLENGES

- Need to prioritise operation activities between medium and long term needs with day to day demands which requires balancing the customer requirements against regulatory and system yield requirements considering both water quality and quantity.
- Take an innovative approach to procedures to ensure WaterNSW obligations under its operating licences and customer agreements are being met.
- Minimise water supply operations risk exposure by implementing new or improved systems and training.
- Documentation of system knowledge and development of systems to improve the efficiency in the delivery of water through the building of a strong technical and functional knowledge base for the operational water support systems.
- Ensure that new applications and enhancements conform to Water NSW standards.
- Ensure appropriate change management and system administration strategies are developed and implemented to ensure auditability and a high level of system reliability.
- Proactive and continual monitoring of existing systems, emerging technologies, business partners and service providers to identify and have implemented system improvements for increased reliability, security and usability of the operational water support systems.