



POSITION DESCRIPTION

POSITION DETAILS		
Title	Senior Project Manager	
Reporting to	Team Leader	
Function	Growth and Infrastructure	
Section	Delivery Sections 1. Program Management Office; and 2. Project Delivery and Partnerships.	
Team	Major Projects Project Delivery Delivery Partnerships Infrastructure Delivery Strategic Growth Projects	
Classification	Senior Officer	
People Leader (Y/N)	N	
Written by	Theo Vlachos	Date:
Approved by	Amanda Smith	Date:

POSITION PURPOSE

Provide one to three statements that describe the main purpose of the role, describing the job and convey why this job exists and what its contribution is to the organisation.

The position exists to enable exceptional service delivery at Greater Western Water (GWW) by providing leadership in the delivery and completion of designated infrastructure works projects to time, cost and quality requirements. The position establishes, clearly articulates and ensures project benefits are realised during the delivery phase.

The role leads the delivery of our non-negotiables of project delivery (safety, reliability, compliance with regulated standards for infrastructure quality, water quality, cultural heritage and environmental protection), while also playing a leadership role at the enterprise level including stakeholder relationships and partnerships in the delivery of customer-centric services, safety leadership, innovation and continuous improvement.

More broadly, the role is critical in successful delivery of the broader capital works program, through mentorship, quality assurance, portfolio management, and other activities that will uplift our performance in successfully delivering infrastructure projects.

The position supports the Delivery Leadership Teams in driving a culture that places customers first, focuses on high performance and developing our people.

ORGANISATION CONTEXT – ABOUT GREATER WESTERN WATER

Greater Western Water brings together the best of City West Water and Western Water to enhance customer service and water security and provide more affordable services for the communities it serves.

The challenge now and into the future for the organisation, is to continue to develop the organisation, addressing the unprecedented growth being experienced in Melbourne's western corridor, in a way that:

- Delivers value for customers and communities
- Contributes to a highly liveable, viable region
- Cares for the environment
- Leverages partnerships and technology to create future opportunities, and
- Enables a performance focused, safe and inclusive workplace culture where employees can innovate and thrive.

MAJOR ACCOUNTABILITY AREAS

Major Accountability Area	Key Performance Indicator
<p>Safety</p> <ul style="list-style-type: none"> • Be a leader in fostering and promoting safety focused culture including: <ul style="list-style-type: none"> ○ role modelling of responsibility for safety of self and others including peers, contractors, community, etc.; ○ sharing of lessons learnt and observations; ○ continuous safety improvement of activities by GWW and its Delivery Partners; ○ identification, calling out and reporting of safety incidents, near misses and improvements opportunities; ○ focus on lead and lag indicators to generate uplift in safety performance of project ○ coordinating highly effective incident investigations and close out any recommendations in a timely manner; and ○ ongoing promotion and embedment of GWW safety management tools (including The Bridge). 	<ul style="list-style-type: none"> • Exceptional safety culture is embedded across all delivery programs and projects • Development and implementation of a safety approach to demonstrate safety leadership and improve safety practices • Harnessing learnings from delivery partners and stakeholders • Lead by example in all areas of safety; • All activities are carried out safely; • All programs and projects comply with relevant safety Acts and Legislation; • Safety incidents, near misses and safety improvements are appropriately identified, notified, investigated, escalated, recorded and all findings addressed;
<p>Quality and Environmental</p> <ul style="list-style-type: none"> • Ensure all projects are delivered in line with relevant legislations; 	<ul style="list-style-type: none"> • All required approvals sought and in place for various stages of projects; • All projects comply with relevant legislations;

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<ul style="list-style-type: none"> • Ensure all projects are delivered with compliance with GWW policies and procedures; • Ensure all assets / infrastructure delivered comply with the relevant standard and quality specified by GWW 	<ul style="list-style-type: none"> • All projects comply with all relevant GWW policies and procedures; • Ongoing management of project and contracts in line with developed specifications and GWW requirements
<p>Delivery of Projects</p> <ul style="list-style-type: none"> • Delivery of allocated Major or Complex and Multi-Faceted Capital Projects in line with GWWs Project Delivery Frameworks to achieve the defined objectives in line with GWW strategy of being an exceptional service provider including; <ul style="list-style-type: none"> • Active management of safety throughout the project lifecycle; • Delivery of projects in accordance with an endorsed Project Management Plan and Contract Management Plans; • Active tracking project schedule and cost; • Active tracking and management of projects risks; • Maintaining positive relationships with stakeholders and delivery partners; • Ongoing promotion, use and embedment of GWW project management tools; • Maintaining good governance throughout project lifecycle (i.e. review, approvals, handover); and • Providing the highest value to customers. • Decision making and implementation of actions based on an understanding of risk, competing needs within the organisation and interaction between internal stakeholders. • Procure and manage delivery partnerships, manage supplier relationships and construction contracts in accordance with GWW requirements. 	<ul style="list-style-type: none"> • Completion of capital works projects based on sound decision making in a safe, compliant, efficient, cost-effective manner and in line agreed stakeholders and customer requirements; • Development and implementation of appropriate project management plans and contract management plans • All Procurement complies with GWW policies and guidelines; • Ongoing management and recording of Delivery Partners performance; • Timeliness and accuracy of reports issued; and • Contractual problems resolved without escalation to higher level.

<p>Financial Management of Projects Ongoing management of projects budgets including;</p> <ul style="list-style-type: none"> • Tracking of projects costs against projects total approved budgets and allocated annual budgets; • Accurate budget planning, forecasting and reporting; • Review of contractor cashflow data, claims and variations; • When applicable, contractors payments in accordance with the Payment of Security Act. 	<ul style="list-style-type: none"> • All projects have appropriate financial oversight including accurate and timely reporting; • All financial approvals are in place prior to proceeding; • Contractors' claims and variations timely assessed and paid in accordance with the relevant contract or act.
<p>Stakeholder Engagement</p> <ul style="list-style-type: none"> • Ongoing development and implementation of appropriate Stakeholder and Community Engagement Management Plan that includes: <ul style="list-style-type: none"> • Identification of all affected stakeholders; • Engage with, build, maintain and improve (individually, project level and GWW's) relationships with stakeholders including other utilities, Local Councils, Department of Transport, EPA, Registered Aboriginal Parties, DELWP, other government organizations, Delivery Partners, etc.; and • As required, liaise with affected residents and landowners to ensure high customer satisfaction, including easement and land acquisition as required for the delivery of projects. 	<ul style="list-style-type: none"> • Contribute to ensuring projects are well regarded within the community and GWW reputation is maintained; • Improvement of GWW relationships with all stakeholders; • Stakeholder issues are addressed and resolved without escalation; • Contribute information and reports to other GWW sections and work groups as required; and • Engagement with stakeholders is effective and professional.
<p>Personal Leadership</p> <ul style="list-style-type: none"> • Represents and promotes delivery of projects and builds relationships across internal and external stakeholders, including with our 	<ul style="list-style-type: none"> • Is an instrumental part of the teams succession planning and steps in for team leader, as required; • Promotes and strengthens a culture of positive and successful outcomes;



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<p>service providers, to deliver a one GWW experience for our customers, and ensure services are efficient and relevant.</p> <ul style="list-style-type: none"> • A champion within the team and across the business for safety and customer centric project delivery • Demonstrates the people attributes outlined in our business strategy – agile, diverse and trusted. • Shares knowledge and provides mentoring and coaching to other personnel. • Supports the Team Leader and Manager in program management activities • Supports a culture of energised, open, transparent, honest communications to encourage team participation, ownership and increased motivation • Mentoring, developing and supporting GWW people (i.e. Project Engineers and Project Management) 	<ul style="list-style-type: none"> • Promotes and strengthens project delivery teams reputation internally and externally, creating trust that project delivery teams will deliver successful outcomes; • Safety and Customer centric culture is the normal way of working. Lead to continuous improvement activities; • Undertakes formal or informal mentoring tasks as required; • Undertake program management tasks as required and systems improvements where input is sought.
<p>Standard Accountability Take care of own and colleagues Health, Safety and Wellbeing (HSW) through proactively supporting GWW’s zero harm culture and safety leadership.</p>	<ul style="list-style-type: none"> • Contribute to the on-going development of a zero harm WH&S culture. • Monitor compliance of WH&S systems and procedures. • Actively monitor the workplace to determine the presence of hazards and take appropriate action to rectify any hazards found. • participate in WH&S project groups and committees as required. • Actively report on delivery partners health and safety performance including monthly reporting indicators and other as required.

RELATIONSHIPS AND STAKEHOLDERS

Outline the position’s requirements for internal and external communication/negotiation/contact with other people or groups

Concentrate on those communication requirements that are critical to the achievement of the position’s primary objective(s).

List any committees, etc the position will be involved with (internally or externally).

Internal

- Section Manager
- General Manager Growth and Infrastructure

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	<ul style="list-style-type: none"> • All management levels of GWW • Team Members and Technical Staff • Service Planning, Operations, Infrastructure Quality Teams • Procurement, Financial and Corporate Services
External	<ul style="list-style-type: none"> • Local Councils, Government agencies including DELWP, EPA Vic, DoH; Registered Aboriginal Parties, Melbourne Water and Catchment Management Authorities, Department of Transport, MRP, Gas and Electricity Authorities, Water Authorities, Delivery Partners, Landowners, Community Groups

SKILLS, EXPERIENCE and TECHNICAL KNOWLEDGE

Enterprise Skills	Proficiency
Critical Thinking	Advanced
Communicating with Influence	Advanced
Stakeholder & Relationship Management	Advanced
Safety Leadership	Advanced
Delivering Results	Advanced
Financial Awareness	Advanced
Technical Knowledge	<ul style="list-style-type: none"> • Sound understanding and proven construction and project management experience of multi-disciplinary complex projects, preferably in the water industry, utilities or government environment. • Be able to manage design, engineering, construction, commissioning and handover phases for capital works (involving water, wastewater and recycled water network, treatment plant, pumping and storage assets) programs. • Understanding of the various regulatory, legislative and Act requirements as these relate to capital works activities. • Sound understanding of relevant Australian Standards, WSAA and MRWA codes. • Experience & knowledge in procurement and contract management for infrastructure projects, especially in utility environment
Experience	<p>Essential</p> <ul style="list-style-type: none"> • Advanced project management and technical skills capable of managing multiple ongoing complex capital works projects, including design and construction. • Ability to manage competing priorities while delivering multiple capital projects on time and budget.

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	<ul style="list-style-type: none"> • Proven ability to manage multiple stakeholders, including regulators, in a collaborative and effective way. • Advance skills in delivering successful outcomes whilst appropriately managing project risks, budget, schedule, stakeholders and delivery partners. • Advance contract management experience, especially in infrastructure projects, including procurement, negotiation and management of relationships with delivery partners • Understanding of the economic, community, political, cultural heritage and environmental issues that face the organisation in the delivery of services and projects. • Regular problem solving on day-to-day issues to ensure timely delivery of projects. • Experience in managing safety on construction sites and/or operational workplaces • Experience in program/portfolio or client management, preferably in the utility environment (relevant for role in Delivery Partnership) <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Experience in using project management tools • Experience in working with relevant regulators to obtain permits for construction works. • Experience in public and private sectors • Mentoring and coaching of technical personnel • Sound experience in delivery of capital works projects involving water, wastewater and recycled water network, treatment plant, pumping and storage assets. • Knowledge of leading practice for delivery of capital works projects (relevant for role in Delivery Partnership)
<p>Qualifications Include relevant trades / qualifications / licences / accreditations / registrations</p>	<ul style="list-style-type: none"> • Degree in Engineering (relevant discipline)