



POSITION DESCRIPTION

POSITION DETAILS			
Title	Team Leader, Operational Technology		
Reporting to	Asset Knowledge and Technology Manager		
Function	Growth & Infrastructure		
Section	Asset Knowledge & Technology		
Team	Operational Technology		
Classification	SO		
People Leader (Y/N)	Yes	Org Level	3
Written by	Asset Knowledge and Technology Manager	Date	August 2021
Approved by	General Manager, Growth and Infrastructure	Date	August 2021

POSITION PURPOSE
<p>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.</p> <ul style="list-style-type: none"> Inspire, lead and develop our operational technology team who look after our real-time operational applications and its infrastructure across all our products. Our operations, delivery solutions, operations centre, engineers, project managers, planners and delivery partners all need your team's guidance, expertise and services. So get in, get engaged, improve and modernise our operational technology for intelligent system operations. We work 24/7 and we want our ways of working to be fit-for-purpose, resilient and adaptable to meet evolving customer, community, regulatory, environment and business objectives. You'll be responsible for ensuring our mission and business critical operational technology (including SCADA) and its infrastructure are monitored, developed, maintained, renewed and evolved to meet objectives.

ORGANISATION CONTEXT – ABOUT GREATER WESTERN WATER
<p>Greater Western Water (GWW) enhances the customer experience and security by providing more affordable services for the communities it serves. It's how we play our part in keeping Melbourne's inner and western regions vibrant, unique and a great place to live.</p> <p>The challenge into the future, is to continue to develop the organisation in addressing the unprecedented growth being experienced in Melbourne's western corridor, in a way that:</p> <ul style="list-style-type: none"> Delivers value for customers and communities Leverages partnerships and technology to create future opportunities Enables a performance focused, safe and inclusive workplace culture where employees can innovate and thrive Contributes to a highly liveable, viable region, and

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- Cares for the environment.

Greater Western Water respectfully acknowledges the peoples of the Kulin Nation as the Traditional Owners of the lands and waters on which our service area lies.

MAJOR ACCOUNTABILITY AREAS

Major Accountability Area	Key Performance Indicator
<p>Lead and develop people</p> <ul style="list-style-type: none"> • Promote and maintain a proactive safety culture that supports a healthy and safe work environment. • Lead, coach and develop a diverse, capable and skilled team taking the team performance outcome and the individual into account. • Provide leadership and direction to drive a customer focussed approach to delivery of services. • Promote and drive a team culture aligned to our Greater Western Water cultural pillars. • Contribute to the pipeline of leadership, business planning and development of the Team, Section and across the Operating Functions. 	<p>Measure</p> <ul style="list-style-type: none"> • All team members have a performance and development plan that is monitored and reviewed. • Culture and engagement survey results. • Collaborative delivery of objectives. • 360 feedback results. • Team is effective and capable of delivering required business outcomes.
<p>Operational technology management</p> <ul style="list-style-type: none"> • Lead the management of our mission critical real-time operational system (SCADA) and other business critical operational systems. • Ensure robust, resilient and fit for purpose day-to-day operations for operations systems infrastructure and applications, 24/7. • Articulate, monitor, program and refine operational technology hardware and software assets so that they are controlled, consistent, automated and improved within the asset management maturity framework. • Ensure appropriate systems, training, documentation and ways of working are in place as our operations evolve (e.g. incident response, system availability, network and communications, real-time data, business 	<p>Measure</p> <ul style="list-style-type: none"> • Team plan and metrics are in place and monitored. • Service level agreements are established, met, monitored. • Delivery partner and internal feedback relating to service. • Risks and their controls (e.g. cybersecurity, safety) are identified, controlled, reviewed, practiced in collaboration and plans in place. • Capital and operating expenditure budgets and monitoring and benefits realised • Service documentation is fit-for-purpose and maintained within required standards.

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<p>continuity, resilience and response plans are developed and practiced).</p>	
<p>Operational technology modernisation The ways in which we work and provide our services for customers and community in the face of climate change are ever-changing, and the role will need to ensure our real-time operational technology infrastructure, assets and information are adaptable and resilient. This includes:</p> <ul style="list-style-type: none"> • Leading resilience planning and renewal for the suite of operational systems, its infrastructure and data assets in the portfolio. • Proactively identify interdependencies, define problems and opportunities to improve, innovate and automate activities. • Enable and deliver in collaboration or partnership on the modernisation of operational technology initiatives, including network intelligence (e.g. IoT, analytics) and automation. • Strategic advice on operational technology for system and process improvements. • Champion real-time information. 	<p>Measure</p> <ul style="list-style-type: none"> • Business case(s) approved and implemented for renewal and modernisation of our real time operational technology systems and their infrastructure. • Measurable contribution to efficient and safe operations metrics. • Measurable growth in capability. • Climate change resilience built into forward plan
<p>Relationship management</p> <ul style="list-style-type: none"> • Review industry trends with regard to real time operational technologies including SCADA and its infrastructure and recommend adoption. • Partner with industry delivery partners for delivery of services. • Water industry information sharing that leads to collaboration. 	<p>Measure</p> <ul style="list-style-type: none"> • Relationship-based performance Service Level Agreements with internal and external parties. • Outcome-focused delivery model and partnerships
<p>Standard Accountability Take care of own and colleagues Health, Safety and Wellbeing (HSW) through proactively supporting and promoting – regardless of role – positive HSW leadership, as part of GWW’s culture.</p>	<p>Measure</p> <ul style="list-style-type: none"> • Contribute to a healthy and safe workplace. • Support and promote programs to reduce HSW (physical and psychosocial) risk.



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	<ul style="list-style-type: none"> • Contribute to the enhancement (effectiveness / usability / accessibility) of HSW systems and processes. • Participate in HSW projects, initiatives and forums, as required.
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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	<ul style="list-style-type: none"> • Operations, Maintenance, Control Systems and Operations Centre sections to ensure requirements and improvements are achieved. • Project Delivery teams to support successful project delivery. • Service Planning for operational technology and climate adaptation considerations in asset strategy and investment frameworks. • IT and Digital for architecture, cyber security, infrastructure and collaboration for technology optimisation on our operations objectives. • Other enabling functions for people, culture, safety, finance, procurement.
External	<ul style="list-style-type: none"> • Delivery partners, service providers including integrators and consultants for successful outcomes for Greater Western Water. • Water industry peers including retail and wholesale water businesses for knowledge sharing and industry collaboration.

SKILLS, EXPERIENCE and TECHNICAL KNOWLEDGE

Enterprise Skills	Proficiency
Safety Leadership	Advanced
Stakeholder & Relationship Management	Intermediate
Innovation & Continuous Improvement	Intermediate
Delivering Results	Advanced
Change Agility	Intermediate
Financial Awareness	Intermediate
Technical Knowledge	<ul style="list-style-type: none"> • People leadership • Asset operations • Asset data management • Health and safety • Solutions development and implementation

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	<ul style="list-style-type: none"> • Commercial acumen and budget management • Procurement and sourcing
<p>Experience</p>	<p>Essential</p> <ul style="list-style-type: none"> • A growth mindset. • Significant experience with Operational Technology applications and its infrastructure (including SCADA), including importance of security, safety, availability, capacity and capability to deliver objectives. • Experience with emerging and new technologies and their role in contemporary operations. • Ability to lead and develop a diverse and capable multi-disciplinary team. • Ability to effectively communicate and build relationships at all levels including internal, delivery partners, industry peers. • Demonstrated ability to work with limited direction and display a self-managed proactive approach to resolving complex issues and problems. • Experience providing a high level of service to customers and stakeholders. <p>Desirable</p> <ul style="list-style-type: none"> • Appreciation for intelligent operations systems. • Appreciation for asset life cycle management. • Project, program, change management capability.
<p>Qualifications Include relevant trades / qualifications / licences / accreditations / registrations</p>	<ul style="list-style-type: none"> • Tertiary qualification in engineering, operational or information technology, systems, business and/or related discipline.

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