



POSITION DESCRIPTION

POSITION DETAILS			
Title	Team Leader, Infrastructure Quality		
Reporting to	Asset Integration Manager		
Function	Growth & Infrastructure		
Section	Asset Integration		
Team	Infrastructure Quality		
Classification	SO		
People Leader	Yes	Org Level	3
Written by	Manager, Asset Integration	Date	Dec 2021
Approved by	General Manager, Growth and Infrastructure	Date	Dec 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> <p>This position exists to provide exceptional service delivery across Greater Western Water's (GWW) services; leading our Infrastructure Quality team to ensure that GWW's assets are designed, constructed and maintained to deliver exceptional service and value to our customers now and into the future. The role provides leadership to GWW's technical capability requirements in design, safety and water and sewer engineering disciplines.</p> <p>The role positions GWW for the future, enabling our service delivery to be agile, responsive and adaptive to changes in customer needs, asset standards, technology and innovation. By leveraging in-house expertise and industry know-how, the role is responsible to deliver GWW's design capability and technical standards across our diverse asset base of networks and operational sites.</p> <p>Position Impact</p> <p>The role has unique scope to shape the transformation of our asset management approach to reduce cost and improve safety, reliability and environmental performance by:</p> <ul style="list-style-type: none"> ensuring GWW is able to leverage new approaches, products and technology including facilitating enhanced collaboration across the industry determining the nature of assets that GWW acquires and creates to meet customer needs now and into the future promoting and strengthening technical capability across GWW and industry retaining strong capability through technical career paths and partnership/collaboration across the industry

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- playing a leadership role across the group - driving a culture that places customers first, focuses on high performance and developing our people

ORGANISATION CONTEXT – ABOUT GREATER WESTERN WATER

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.

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:

- 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
- 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>Team Leadership</p> <ul style="list-style-type: none"> • Lead the team through change in Quality Assurance approach to meet the needs of GWW's capital program as the scale and complexity continue to increase. • Lead a highly capable and skilled team in delivering design services to infrastructure delivery teams and projects • Provide leadership and direction to drive a customer focused approach to service delivery and asset management • Promote and drive a team culture aligned to GWW's culture program • Promote and maintain a strong safety culture that supports a healthy and safe work environment. 	<ul style="list-style-type: none"> • Successful implementation of a new approach to Quality Assurance to meet the needs of GWW. • All team members have a performance and development plan and deliverables are being achieved • Succession plans exist for key roles • Culture/ employee engagement survey results • Deliver Business and Safety Plans and monthly reports • Positive, effective and collaborative approach to working with colleagues and stakeholders is developed and maintained

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<p>Exceptional Service Delivery</p> <ul style="list-style-type: none"> • Work with the Principal Engineer to develop, implement and manage the asset delivery Quality Assurance model. This includes engaging and managing external partners to provide additional capability and capacity. • Manage day to day review of designs for infrastructure projects • Ensure GWW assets are designed and constructed to appropriate standards to enable GWW to meet its customer service, safety and asset management objectives • Drive capability and performance of consultants and contractors to enable the delivery of assets to meet GWW requirements 	<ul style="list-style-type: none"> • Annual Quality Assurance work program developed and delivered • Asset performance measures met • Maintain contractor and consultant accreditation list • Productive relationships maintained with accredited contractor and consultants • Productive relationships maintained with internal stakeholders
<p>Drive change and innovation</p> <ul style="list-style-type: none"> • Apply leadership to understand and assess the Infrastructure Quality context and deliver leading practice in asset solutions across the business • Provide leadership to capacity building across the industry through identification and participation in the development of new standards, products and approaches that drive improvements in asset management • Facilitate organisational change to policies, standards and approaches to drive continuous improvement in asset management aligned to GWW's strategy 	<ul style="list-style-type: none"> • Represent GWW at various cross industry working groups and forums • Colleague engagement with change initiatives and asset solutions
<p>High Quality Relationships</p> <ul style="list-style-type: none"> • Instrumental in engaging with key stakeholders to grow and develop Infrastructure Quality capability through external relationships 	<ul style="list-style-type: none"> • Demonstrates the people attributes outlined in our business strategy - agile, diverse and trusted
<p>Standard Accountability</p> <ul style="list-style-type: none"> • 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>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"> Growth and Development, Major Infrastructure Program Delivery, Reliability, Service Planning, Operations and Delivery Solutions
External	<ul style="list-style-type: none"> Delivery Partners, Water Utilities, Industry groups

SKILLS, EXPERIENCE and TECHNICAL KNOWLEDGE

Enterprise Skills	Proficiency
Change Agility	Advanced
Critical Thinking	Advanced
Innovation & Continuous Improvement	Advanced
Stakeholder & Relationship Management	Advanced
Delivering Results	Intermediate
Commercial & Industry Awareness	Advanced
Technical Knowledge	<ul style="list-style-type: none"> Quality Assurance Management Asset Management Planning Engineering Design & Standards Planning Methods Project Management
Experience	<p>Essential</p> <ul style="list-style-type: none"> Experience leading technical teams Experience leading teams through change and transformation Experience in Engineering, specifically in application of Engineering standards Applicable experience working on water and sewer projects, including design

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	<ul style="list-style-type: none">Well-developed interpersonal skills and the ability to negotiate effectively at all levels within and outside the organisation.
Qualifications Include relevant trades / qualifications / licences / accreditations / registrations	<ul style="list-style-type: none">Engineering degree – preferably Civil Engineering Eligible for Professional Engineering Registration with the Business Licensing Authority (BLA) of Victoria