

POSITION DESCRIPTION

Position:	General Manager Service Delivery
Classification:	Public Entity Remuneration Policy Executive Employment Agreement PSES-2
Term and Employment Type:	Fixed-Term – Five Years
Starting Location:	Foster Office. Other starting locations available subject to negotiation.
Reports To:	Managing Director
Direct Reports:	Water Treatment Manager, Environment and Wastewater Manager, and Manager Maintenance and Service Delivery
Organisational Overview	<p>As a public sector entity, South Gippsland Water (SGW) is a Victorian Water Corporation responsible for water and wastewater service provision for over 20,000 customers located in 22 towns across a service delivery area of more than 4,000 square kilometres. We manage, maintain and operate 8 water and 12 wastewater systems.</p> <p>Our Purpose We provide sustainable water services that are essential to the prosperity and wellbeing of our communities and natural environments.</p> <p>Our Vision 2023 Our customers value the services and outstanding customer experiences proudly delivered by our capable and committed teams.</p> <p><i>Within South Gippsland Water diversity is celebrated and respected as important for our wellbeing and success.</i></p>
Departmental Overview	This position is part of the Executive Leadership Team (ELT). The ELT is responsible for the leadership and management of the corporation consistent in support of government policy, statutory and legislative obligations and community and customer commitments.
Position Overview:	<p>Provide effective strategy, advice, inclusive leadership, direction, and technical oversight for functions including Water Treatment Operations, Wastewater Treatment Operations, Water and Wastewater Network Operations, Faults and Dispatch Management, Maintenance, Trade Waste Management and Environmental Management.</p> <p>Operate as a member of the corporation’s Executive Leadership Team in delivering sustainable, contemporary whole of enterprise strategies, manage risk, and ensure current and future organisational capability. The role operates in a regulated environment with multiple Codes and legislative obligations. Strong relationships with regulators and government are essential.</p>

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Knowledge, Skills and Abilities

- Advanced skills and knowledge in leading a culture where Health, Safety and Wellbeing is prioritised, and safety goals achieved.
- Proven leadership experience at an Executive level, or at senior management level with demonstrated executive potential and identified capacity to advance in this area
- Understanding of the water industry, regulatory frameworks and relevant legislation. Knowledge and experience in environmental management, water and wastewater management and treatment processes will be well regarded.
- Experience in leading and managing multiple teams across multiple sites in a manner that enables performance of organisational objectives, maintains strong employee engagement, contemporary performance and development practices, and an effective group structure.
- Demonstrated track record managing multiple operations in relation to people, resources, health safety and wellbeing in dynamic and high-risk work environments.
- Highly skilled managing significant operating and capital budgets for multiple teams and sites, with commercial skills in enabling optimum value for spend, and robust oversight of financial controls.
- High level communication and presentation skills. Ability to produce complex presentations, reports and briefs for a range of audiences.
- Strong networking, influencing and negotiation skills.
- The ability to work collaboratively as an Executive Leadership Team member.
- The ability to develop effective external relationships and partnerships that deliver value to the organisation.
- Proven experience in leading and responding to change.
- Ability to lead and implement innovation and continuous improvement.
- Highly developed strategic and analytical skills.
- The ability to effectively manage third party consultants, contractors and service providers.

Personal Attributes:

- Safety-first mindset
 - Strong record of integrity
 - Self-motivated
 - Emotionally intelligent
 - Effectively engages with people and able to build constructive relationships
 - Respects, seeks out and incorporates diverse perspectives and interests
 - Disciplined, well organised with a professional approach
 - Flexible and adaptable in managing work methods and workload
 - Enthusiastic, resilient and demonstrates a growth mindset
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Key Responsibilities: The General Manager Service Delivery is responsible for:

- Driving a safety-first culture through staff and contractors and a robust safety performance system.
- Contributing to a high performing Executive Leadership Team that functions to lead at a whole of organisation level.
- Leading the Division and managing resources professionally with priority given to health, safety and wellbeing, enabling capable and well performing employees, sound team communications, and management of workforce processes including after-hours service coverage.
- Managing significant operating and capital budgets of multiple teams and sites, ensuring best value for the organisation in engagement of contractors, procurement agreements, plant and equipment utilisation, and salaries.
- Leading inclusively and actively mentoring, developing and supporting direct reports.
- Providing strategic advice, reporting and options to SGW's Managing Director, Board, and other Board sub committees to support informed decision making.
- Playing a leading role in development and achievement of strategic initiatives in support of government policy, regulatory obligations and customer commitments.
- Delivering plans, policies, reports, budgets, and forecasts for a range of internal and external audiences including government agencies, stakeholders and partners, SGW employees, industry associations and the Board of Management.
- Enabling workplace innovation and achievement.
- Providing timely and accurate advice to the Managing Director and the Board of strategic and operational risks, along with solution options and mitigation plans.
- Professionally represent the Corporation at a range of key stakeholder and partner forums for the purpose of maintaining effective professional relationships that facilitate organisational needs being met.
- At all times adhering to the Victorian Public Sector (VPS) Code of Conduct and modelling the South Gippsland Water *Behaviours for Growth*.
- Ensuring reasonable care is taken for own health and safety as well as the health and safety of others.
- Operating consistent with SGW Occupational Health and Safety policy and procedures at all times; and
- Complying with all applicable SGW Policies and Procedures.

Qualifications: Highly desirable: A graduate or post-graduate qualification in an engineering, science, management, or other relevant discipline.

Safety Licences: Nil

Pre-requisites: Satisfactory National Police Check. If having resided outside Australia in the past ten years for one year or more, an international police check will be required.

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Current Victorian Driver's Licence.

Willingness to complete pre-existing injury/illness declaration.

Candidates will need to provide evidence of their COVID-19 vaccination status. All SGW sites are covered by Victorian Chief Health Officer Directions and SGW COVID-19 Vaccination Requirements Policy.

**Key
Selection
Criteria:**

1. **Significant Experience:** Proven leadership experience at an Executive level (or at a senior management level with demonstrated executive potential) managing service delivery across a significant heavy asset mix with multiple teams across multiple sites made up of both field and office-based roles.
 2. **Strategic Thinking:** A strategic and creative thinker with demonstrated ability to provide valued strategic advice and direction at Executive Team and Board level within the scope of the role and more broadly as required
 3. **Lead Change:** Demonstrated ability to lead and manage change at both a corporation and departmental level
 4. **Operational Excellence:** Significant experience and demonstrated results in leading developing and supporting teams to operate to high standards, manage service delivery efficiently, effectively manage risks, and embed continuous improvement.
 5. **Networking and Partnerships:** Strong networking, influencing and negotiation skills at an enterprise level that deliver benefit in a commercial and reputational context.
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