

Position description

Position title	Group Manager - Digital Field Services
Group	Digital and Transformation
Reports to (Title)	General Manager Digital and Transformation
Competency level	Senior Leader

Job Purpose

Our purpose of Healthy water for life means bringing our customers the clean water they want, and safely managing the wastewater they don't. It also means thinking ahead, and doing what we need to do now, so that generations to come can rely on us too.

Senior leaders ensure delivery of our customer, community, employee and shareholder outcomes through leadership of their branch, as a member of their group leadership team and works cross functionally as part of the senior leadership team.

The Group Manager - Digital Field Services will oversee a broad scope of activities relating to the delivery of key initiatives to bring intelligence to the water and waste-water networks. This role will help create the vision for the future state of our customer technologies (meters, IoT devices etc) as well for other digital enablement technology. Strengthening and building new vendor relationships and partnerships will enable this role to deliver large-scale, complex digital projects that will bring new insights and help transform SEW.

The role will also oversee operational functions (metering, connections, billing integrity) as well as strategic project functions such as "non-revenue" water reduction.

Key Accountabilities

- Develop the strategy, lead contract/procurement and deliver in-field project work relating to large-scale deployment of digital technologies across both water and waste-water networks
- Demonstrate organisational leadership as a member of the senior leadership team through leading cross organisational projects, demonstrating our values, engaging through storytelling, reinforcing strategy, sharing learnings and celebrating organisational wide successes
- Lead the branch in creating the strategy and vision to allow complex technology projects to be deployed and adopted by the business.
- Influence vendors, industry partners/peers and contractors to align with SEW's vision to become a leading Digital Utility.

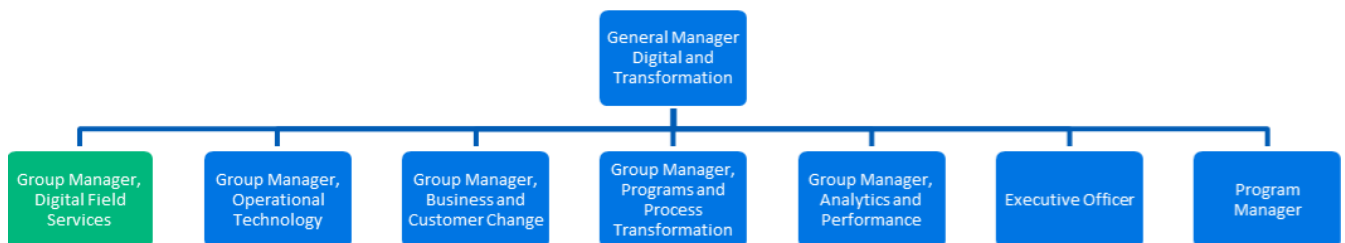
- Work with peers and stakeholders from across the business to bring them on the digital journey and add value to their teams.
- Manage the Metering, Delivery and Non-revenue water teams to continue existing customer service levels and to optimise SEW operations.
- Ensure all existing and future metering contracts continue to be well managed.
- Provide innovative thinking around processes, systems, contract management, procurement and field technology in order to optimize deployments and project deliveries.
- Contribute to the achievement of corporate objectives by developing, gaining approval for, and achieving group plans, key performance indicators, budgets and forecasts.
- Contribute to effective corporate governance through diligent participation in: the provision of sound reporting and recommendations to the Executive, the development of branch strategy and policy, major planning, project and operational decisions, the development of employees and organisational capacity.
- Create a highly engaged working environment that empowers all employees to take ownership of their work, encouraging innovative thinking, adaptability and builds employee trust
- Promote and drive a strong safety and wellbeing culture by pro-actively providing and maintain a healthy and safe work environment. Through inclusive leadership achieve high levels of psychological safety so employees have an environment in which they are comfortable being and expressing themselves achieving high performing and healthy teams.
- Provide thought leadership and guidance to the Non-revenue water function, including sponsoring of major cross-business initiatives that aim to reduce the amount of water loss in distribution networks.
- Develop plans to transition existing workforce from mechanical/analog processes to future-state digital ways of working.
- Develop strong asset management lifecycle plans and processes to manage large-scale fleets of digital assets.

Knowledge, Skills & Experience

- Experience in overseeing large-scale deployment programs of digital meters or similar technology assets is preferred.
- Drives vision and purpose to successfully manage and deliver results across a broad range of senior leader level responsibilities in medium sized organisations.
- Ability to manage ambiguity to solve complex challenges at senior organisational levels within a regulated environment
- Outstanding leadership, communication, and decision-making skills. Experienced in leading large change initiatives to deliver branch, group and organisational outcomes within an evolving strategic landscape
- Proven ability to challenge the status quo, drive results, leverage technology and demonstrates resourcefulness for industry leading / fit for purpose solutions.

- Experience in operating a large and complex asset base
- Experience in managing operational incidents and managing stakeholders
- High-level knowledge of systems, emerging technologies and data analysis are key for this role
- Proven ability to drive and deliver results in commercial, community and partnership contexts using a global perspective/cross-industry mindset.
- Demonstrated ability to manage conflict for multiple stakeholders in aligning organisational and stakeholder expectations.
- Experience in transitioning a workforce from manual/analogue processes and developing new digital capabilities.
- Significant experience in managing high-value contracts with strategic vendors, including performance management, escalations and negotiations as required.

Organisational Chart



Number of people managed: 20-30

Size of budget managed:

\$5-20 million pa CAPEX (project dependent)

~ \$5 million pa OPEX

Value of Assets managed:

Managing a future fleet of 1 million+ field devices, with an estimated value of > \$100 million+