

## Position description

|                           |                                             |
|---------------------------|---------------------------------------------|
| <b>Position Title</b>     | <i>Sewer Maintenance Manager</i>            |
| <b>Group / Branch</b>     | <i>Service Delivery / Sewerage Services</i> |
| <b>Reports to (Title)</b> | <i>Group Manager – Sewerage Services</i>    |
| <b>Competency level</b>   | <i>People Leader</i>                        |

## Job Purpose

The purpose of this role is to lead the team that is responsible for the maintenance of South East Water's sewerage networks in an efficient and timely manner in accordance with the Customer Charter, South East Water's strategic initiatives and corporate KPIs.

An important aspect to the role is to ensure our customers, maintain compliance to the trade waste standards to mitigate risks to the sewerage system. The Sewer Maintenance Manager is an important contributor to the management of sewer assets in the Asset life cycle in accordance with South East Water's Customer Charter, strategic initiatives, compliance and asset management plans.

The team operates within a 24/7 service environment and provides emergency response to minimise disruption of services to customers and as well as ensuring that public health and the environment are not put at risk.

The Sewer Maintenance Manager is to stay abreast of the latest research and development initiatives in new technology and equipment to ensure innovative methods and solutions are continually introduced and reviewed for South East Water's maintenance activities.

Initiate, drive and influence the development, delivery and evaluation of a range of high-level trade waste and sewer network asset management strategies, policies, projects and initiatives, such as the Trade Waste Information System (TWIS) redevelopment, to optimise and implement best practice in the trade waste field.

## Key Accountabilities

The Sewer Maintenance Manager is responsible for ensuring that the operation and maintenance of the sewerage network and commercial trade waste compliance is fully effective and consistent with agreed levels of service in consideration of our customers and the environment. The key accountabilities of the role include:

- Lead, inspire and develop an agile, innovative, respectful, cohesive and high achieving team of people, by promoting and delivering excellent service standards in accordance with Service Delivery's business objectives and policies (including work

health and safety, ethical behaviour, risk, dignity and respect, and equal employment opportunity), delivered in an ethical, social and environmentally responsible manner.

- Ensure that the day-to-day activities of relevant Industry Partners and Service Delivery contractor's works are completed accurately and in accordance with contract requirements and cost.
- Ensure Industry Partners and Service Delivery contractors are audited and undertaking works safely and in accordance with contract requirements.
- Manage the maintenance of South East Water's Gravity and Pressure sewer systems.
- Lead a team of technical support engineers / officers and customer service officers to
- provide customer service, monitor regulatory compliance of commercial trade waste in South East Water's region. Ensure appropriate systems are in place to maintain customer and trade waste data and to enable efficient and accurate workflow.
- Provide specialist engineering advice to internal and external stakeholders on all sewer maintenance and operational related matters.
- Required to act as an Incident Controller; not only of sewerage related events but also water, treatment plant and recycled water events
- Implement workforce planning processes, systems and reporting to deliver greater efficiencies and improved customer service that will enable corporate targets and service standards to be achieved for our customers on a 24/7/365 basis.
- Represent South East Water on external working groups, establishment and review of policy directions and influence outcomes for future water industry.
- Lead, develop, display and implement safety initiatives, behaviours and accountabilities throughout the team and beyond, ensuring any risk is eliminated and/or controlled beyond compliance.
- Undertake allocated work in a manner consistent with South East Water's policies and systems, regulatory requirements, and professional standards.
- Support the business improvement process within the team and related groups
- Responsible for the effective leadership, delegation, coaching and development of the team.
- Ensure staff are fully trained and competent in all technical support functions. This includes 70:20:10 approach to learning to increase overall knowledge.
- Keep abreast of changes in legislation, regulatory requirements and technological innovation and incorporate these into operational plans and processes.
- Have a well-developed pipeline for talent and succession within Service Delivery

### **Knowledge, Skills & Experience**

- Tertiary qualification in Civil Engineering, Environmental Engineering or related discipline.
- High level technical knowledge and demonstrated experience of one or more of the sewerage system asset lifecycles (planning, design, construction, operation and maintenance).
- Demonstrated ability to lead a multi-disciplined field, technical administrative and professional team
- Broad technical knowledge of trade waste monitoring and performance.
- Excellent written and verbal communication skills.
- Strong stakeholder and conflict management skills with an ability to build strong working relationships with internal and external stakeholders.
- A 'customer first' mindset.
- Knowledge of asset management principles related to sewerage networks.

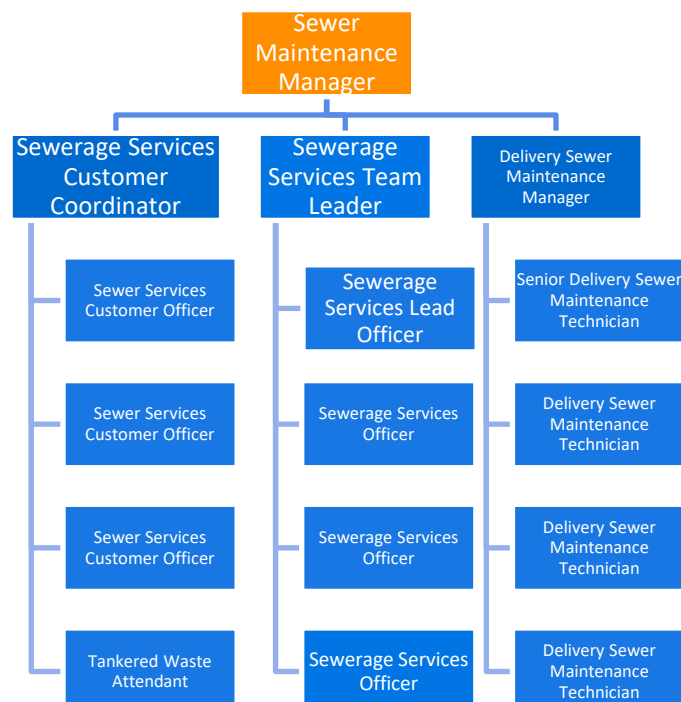
- Strong project management skills
- Strong analytical and problem-solving skills
- A strong understanding and experience of safety processes relating to the Sewerage Network.
- Good understanding of the relevant WSAA standards and codes.
- Highly developed strategic and analytical skills
- Demonstrated planning and problem-solving skills
- Independent and innovative thinking for future challenges and growth
- Demonstrated knowledge and experience in the maintenance, construction and operations of sewerage, water and recycled water systems.
- A broad understanding of hydraulic principles that apply to our pressure sewerage network.

## Attributes

- Safety conscious with the ability to identify and control hazards.
- A demonstrated capacity to identify innovative solutions to problems.
- A proven ability to work independently under broad direction.
- Uses resources effectively and efficiently.
- Have high integrity and be trustworthy.
- Respect for self and others.
- Behaves in a manner that is in line with SEW core values and beliefs.
- Positive, friendly attitude.

## Dimensions

### Organisational Chart



### **Number of people managed:**

The role has 15 reports with 3 direct reports (Sewerage Services Customer Coordinator, Sewerage Services Team Leader, and Delivery Sewer Maintenance Manager). This role is responsible for the contractors engaged for the provision of sewer maintenance services.

### **Size of budget managed:**

The Sewer Maintenance Manager is responsible for the delivery of an opex budget of approximately \$6.3 million and a capex budget of approximately \$14.0 million.

### **Value of Assets managed:**

Nil.

### **Ensuring a sustainable, resilient organisation:**

Authorities outlined in [Instrument of Delegations](#) none

Compliance management responsibilities outlined in the [compliance and obligations register](#) none

As part of a team of engineers and technicians central to this role are responsibilities for 24/7 safe operation to provide support and minimise disruption of services to customers and as well as ensuring that public health and the environment are not put at risk. This includes participation in a rostered after-hours duty team, emergency response, and incident support as required.