



Position description

Position title	Emergency & Operational Resilience Manager
Group / Branch	Service Delivery / Operational Planning & Performance
Reports to (Title)	Group Manager – Operational Planning & Performance
Competency level	People Leader

Job Purpose

The Resilience and Emergency Manager provides strategic and operational leadership across enterprise emergency management, and physical security, as well as business continuity and risk management for Service Delivery to ensure South East Water's capability to prevent, prepare for, respond to, and recover from disruptions.

Operating within Victoria's emergency management arrangements and working closely with state partners, the role supports South East Water to meet its responsibilities as a critical service provider under the Emergency Management Act and relevant critical infrastructure frameworks.

The position strengthens South East Water's ability to maintain safe drinking water, wastewater, recycled water, environmental, and customer services during emergencies, while protecting staff, assets, and communities.

Key Accountabilities

Resilience & Preparedness

- Oversee Service Delivery's resilience approach, aligned with government policy, regulatory requirements and sector best practice.
- Identify and assess current and emerging threats and hazards that may impact the continuity of essential water services.
- Support executive leadership with advice on preparedness, resilience maturity and priority Service Delivery risk areas.
- Coordinate resilience reviews, scenario planning and embed lessons-learned.
- Support sector-wide risk programs, including the Victorian Water Sector Climate Change Adaptation, Bushfire Management Plan, and Emergency Management Capability Uplift initiatives.

Emergency Management

- Support South East Water's Emergency Management Framework and lead execution of this.
- Maintain and govern all emergency response plans (All Hazards, Water Quality, Wastewater Containment, Pandemic, Fire, Flood, and IT/SCADA-related events).



- Coordinate emergency preparedness activities, including training, exercising, development of Incident Management Teams, and Duty Officer capability uplift.
- Support and when required embed within incident management structures during operational events, providing specialist guidance to the Incident Controller, functional leads, and the executive team.
- Represent (in conjunction with the Business Continuity and Resilience Lead) South East Water in regional and state emergency management committees and networks, including:
 - Regional Emergency Management Planning Committees (REMPCs)
 - Water Sector Resilience Network and Emergency Management Working Groups
 - DEECA emergency coordination forums
 - Cross-agency emergency exercises
- Oversee post-incident reviews, ensuring lessons learned are embedded and reported as required to regulators and state partners.
- Uplift Emergency and Incident culture across South East Water, encouraging colleagues from across all parts of the business to undertake Incident training and to join rosters.

Business Continuity Management

- Support Service Delivery Groups Business Continuity Management Framework, ensuring alignment with ISO 22301 and Victorian Government Essential Services requirements for continuity of critical infrastructure.
- Support Business Impact Assessments (BIAs) across Service Delivery functions, prioritising essential services such as water treatment, wastewater treatment, SCADA/telemetry, field response operations, and customer support.
- Support facilitation of development, maintenance, and exercising of continuity plans for operational and corporate functions.
- Collaborate with People, Safety and Governance team to coordinate continuity response activities, including interdependencies (electricity, telecommunications, supply chain, chemical supply, fuel) and liaise with state agencies if service continuity is at risk.

Risk Management

- Oversee, operational risk and hazard identification, assessment, and mitigation activities related to Service Delivery.
- Collaborate with the Group Manager Risk, Assurance and Compliance to report Service Delivery risks and controls into the corporate risk management frameworks and processes.
- Maintain governance reporting to the Executive and Board on Service Delivery risks and resilience performance.

Security Management

- Manage the Security Manager to lead the strategy and governance for physical security of critical water and wastewater assets in alignment with Victorian Critical Infrastructure Resilience arrangements.



- Oversee security risk assessments, protective security controls, incident response protocols, and integration with operational technologies.
- Work in partnership with law enforcement, state security agencies, and DEECA on protective security requirements and threat intelligence where relevant.
- Ensure compliance with SOCI as well as other reporting obligations for security incidents, hazards, or disruptions.

Governance, Reporting, and Continuous Improvement

- Maintain Service Delivery resilience frameworks, ensuring compliance with Victorian Government, regulatory, and audit requirements.
- Provide regular reporting to Service Delivery Leadership and South East Water Executive when required.
- Coordinate regulatory reporting/shared sector reporting.
- Lead maturity assessments and improvement programs across emergency management, and oversee and accountable for programs across business continuity, and security.
- Champion a culture of preparedness, resilience, and continuous improvement and learning across the corporation.

Knowledge, Skills & Experience

Essential

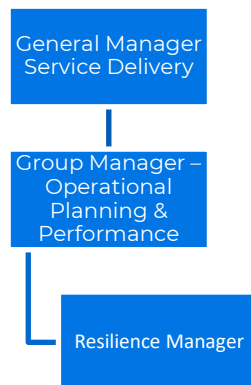
- Proven experience in emergency management within critical infrastructure, essential services, or the Victorian public sector.
- At least 8 years of experience in a similar role, including at least 3 years experience management experience.
- AIIMS, ICS, or equivalent incident management accreditation.
- Strong working knowledge of Victoria's emergency management arrangements (EM Act 2013, EMCOP, REMPC structures).
- Experience in business continuity and operational risk management.
- Understanding of water sector operations, hazards, and regulatory requirements.
- Experience in protective security and critical infrastructure resilience.
- Strong stakeholder engagement skills with emergency services and government agencies.
- Ability to lead effectively under pressure and support high-consequence decision-making.
- Calm and methodical in emergencies.
- Highly collaborative with strong relational influence.
- Strategic thinker with strong operational understanding.
- Proactive, improvement-focused and adaptable.



Desirable

- Experience in the Victorian water industry.
 - Knowledge of relevant regulatory frameworks:
 - Water Act 1989,
 - Safe Drinking Water Act 2003,
 - Victorian Critical Infrastructure Resilience arrangements,
 - ISO 22301, ISO 31000, and PSPF/related security frameworks.
 - Qualifications in emergency management, resilience, security, risk, or public safety.
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Organisational Chart



Number of people managed:

2

Size of budget managed:

N/A

Value of Assets managed:

N/A

Authorities outlined in [Instrument of Delegations](#) yes - reports to Responsible Officer

Compliance management responsibilities outlined in the [compliance and obligations register](#) yes
- primary responsibilities

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.