



Position description

Position title	<i>Group Manager Sewerage Services</i>
Group / Branch	<i>Service Delivery / Sewerage Services</i>
Reports to	<i>General Manager Service Delivery</i>
Competency level	<i>Group Manager</i>

Job Purpose

We help create a better world for our customers with forward-thinking sewerage maintenance and operations solutions, for all and always, that won't cost the earth.

Thinking ahead, and doing what we need to do now, so that generations to come can rely on us too.

The purpose of this role is to lead all aspects of Sewerage Services for Service Delivery aligned to South East Water's strategy and plans associated with asset infrastructure worth over \$4 billion.

The role will ensure the efficient running of the following areas: sewerage operations, planned and reactive sewerage maintenance, sewage spills response EPA liaison, pressure sewerage systems, asset integration, day to day management of delivery partners and response and support emergencies across the full spread of South East Water assets and functions.

Key Accountabilities

- Leadership and management of a team that is responsible for the day-to-day and long-term operation and maintenance of the sewerage network, including pressure sewerage and operational liaison with EPA. This role ensures that all regulatory, licensing, compliance, OH&S and other authority requirements are met, 24 hours a day 7 days a week.
- Responsible for the day-to-day supervision of delivery contractors working across the sewerage network, including civil maintenance, pressure sewerage networks and specialist suppliers including Sewer cleansing and wet well cleaning. This includes work that is for planned asset renewal, maintenance, and servicing, as well as reactive (breakdown / corrective) maintenance.
- Develop strategy, budgets and operation and maintenance plans for the area of responsibility.
- Contribute to the development of the overall strategy for Service Delivery.
- Lead, develop, display, and implement safety initiatives, behaviours, and accountabilities throughout the branch and beyond, ensuring risk is eliminated and/or controlled beyond compliance.



- Develop and implement workforce planning processes, systems and reporting to deliver greater efficiencies and improved customer service that will achieve corporate targets and service standards for our customers on a 24/7/365 basis.
- Responsible for the effective leadership, delegation, coaching and development of the branch.
- Assist the Service Delivery Group Manager Operational Planning and Performance, providing expertise from within the Sewerage Services Group to enhance process documentation, resilience and contingency planning, business continuity, disaster recovery, risk management and development of effective training and capability standards for the group.
- Support the develop and implement South East Water's incident management framework. Maintain a high incident response capability and on occasions act as Incident Agency Commander (Incident Controller) on appointed major incidents.
- Provide written reports to executive level regarding the performance of the sewerage system, KPIs, customer and community impacts.
- Directly influence the effective running of Delivery Partners through monitoring, resource management and efficiency activities for both Sewerage works but also contribute to the effective management of all delivery partners in the Service Delivery group.
- Provide high level advice to the Managing Director, General Managers and other Senior Managers in South East Water, specific to the functions of:
 - Pollution from spills and discharges from the sewerage network
 - Operational relationships with the EPA
 - Sewerage system operation and maintenance
 - Smell and Odour complaints
 - Pressure sewerage systems

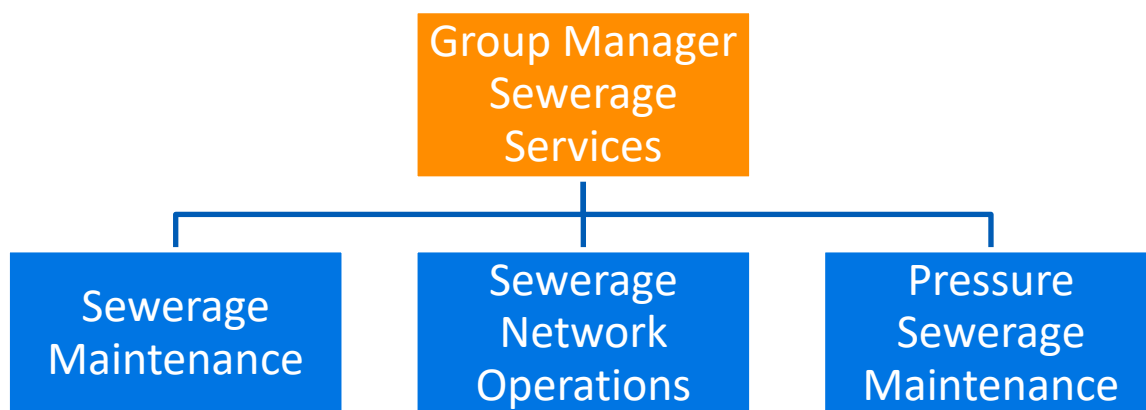
Knowledge, Skills & Experience

- Tertiary qualification in any of the following engineering disciplines; Civil, Environmental, Mechanical, Electrical, Chemical, or similar disciplines or a minimum of 10+ years equivalent work experience.
- Demonstrated history in leading, developing and supporting a large, multidisciplinary, high performing team.
- A proven track record in achieving complex KPIs requiring the optimisation of process, systems and resources
- Ability to write reports to executive level
- Extensive experience in the design, construction, operations, and maintenance of water/recycled water networks and ancillaries.
- A 'customer first' mindset.
- Proven ability to use technical expertise to drive strategy, planning and key business decision and influence key stakeholders.
- Experience and delivery in an environment undergoing significant digital transformation and/or disruption.
- Strong technical understanding in quality systems, public health, environmental monitoring and management systems.
- Ability to manage and deliver within a complex and highly collaborative environment.
- Proven leadership skills and demonstrated success in driving high employee engagement.



- Proven ability to be visionary, conceptual, and creative coupled with a strong delivery and results focused approach.
- Strong stakeholder management, strategic and analytical skills.

Dimensions



Number of people managed:

3-6 Direct reports, 20-40 indirect reports, 50-100+ contract workforce managed through Delivery Partner

Size of budget managed:

OPEX: approx. \$10-20m

\$10-20m Million CAPEX: approx.

Value of Assets managed:

\$3 Billion

Ensuring a sustainable, resilient organisation:

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

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



As part of a team of emergency response personnel 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.

KPIs / Directly Responsible	KPIs Share Responsibility
<ul style="list-style-type: none"> • Team safety • Team compliance requirements • Sewerage KPIs (Regulatory and Internal) • Customer complaints related to Sewerage activities (eg. Workmanship, Odour) • Team budget • Team engagement 	<ul style="list-style-type: none"> • All Sewerage KPIs • SD Budget • KPIs aligned to resilience and emergency preparedness (TBC) • Reinstatement related KPIs (Complaints for workmanship and quality)