



Duty Manager

Position title	<i>Duty Manager</i>
Group / Branch	<i>Operational Technology - Enterprise Transformation & Delivery</i>
Reports to (Title)	Network Operations Centre Manager
Competency level	<i>People Leader</i>

Job Purpose

As a Duty Manager working in the Network Operations Centre (NOC), you will be accountable for leading real-time operations of South East Water's network, including the water and sewer networks in a safe, reliable and compliant manner. This role is responsible for managing and delivering a customer centric culture placing the customer and community at the forefront of operational control and incident management decision-making.

Acting as the single operational authority on duty, the role provides leadership across network monitoring & response, incident response, emergency escalation, and stakeholder coordination, whilst taking into consideration advice and input from support SME's. The Duty Manager ensures operational decisions prioritise public health, environmental protection, customer service continuity and regulatory compliance, while supporting the resilience of critical water and sewer infrastructure.

This role is central to maintaining 24/7 situational awareness and control, supporting network operators, field operations, and managing network risks through proactive and decisive leadership.

Key Accountabilities

Network Operations & Control

- Supporting on-shift employees to ensure safe, reliable and continuous 24/7 network operations.
- Managing day to day risk and approvals for complex works impacting network performance
- Managing the escalation of network issues (at times through consultation and input from SME's) and coordinating engagement with subject matter experts to address technical and operational complexities.
- Lead real-time monitoring and control of South East Water's networks via operational systems, including SCADA, CCTV, IoT applications and platforms, as well as customer meters and network leaks through Lentic.
- Ensure short and medium term network performance is maintained within operational, safety and regulatory limits.
- Coordinate planned operational activities to minimise customer and environmental impacts. Exercises decision rights over network changes impacting operations, ensuring timely escalation through approved governance structures to protect safety, service continuity, and the environment.



- Maintaining situational awareness across South East Water assets through dashboards, data insights, and alarm management.
- Authority to make operational decisions and override procedures in emergencies when supported by the available information and situational awareness.
- Ensure quality shift handovers are achieved, including all relevant documentation and ongoing incident continuity.

People Leadership (On-Shift)

- Provide clear, calm and decisive leadership.
- Manage shift performance and resourcing to ensure safe and sustainable operations.
- Support the development of employees through coaching, guidance and operational oversight.
- Foster a collaborative, accountable and performance-focused team culture, particularly during high-pressure events.
- Execute safety responsibilities, authorities and accountabilities consistent with South East Water's Safety Management System.
- Act as primary point of contact and liaison between managers outside the Control Centre and their staff embedded within the centre. Lead and respond to the changing business environment to ensure there is clear functional alignment, and opportunities to improve service delivery across network control functions.

Event, Incident & Emergency Management

- Act as the on-duty Incident Lead for unplanned outages, water quality events, sewer spills, flooding, asset failures and emergency situations.
- Coordinate and prioritise operational responses to protect public health, meet environmental obligations and restore services safely.
- Manage incidents in line with the organisation's Emergency Management Framework and regulatory notification requirements (e.g :AIIIMs).
- Ensure timely escalation, briefing and handover to Incident Management Team when an Incident becomes a Level 2.

Safety, Risk & Compliance

- Champion a strong safety-first culture, ensuring safe system operation and controlled access to assets at all times.
- Ensure operational and field based activities comply with, regulatory obligations, including water quality and environmental standards.
- Identify emerging network risks during shift operations and initiate proactive mitigation actions.
- Participate in post-incident reviews, investigations and continuous improvement activities.

Stakeholder Coordination & Communication

- Work closely with field operations, maintenance, faults and emergencies, water quality, asset, communications and customer teams to coordinate effective responses.
- Communicate clearly with stakeholders during operational events, providing accurate and timely information.
- Support external coordination with contractors, emergency services and regulators as required.

Continuous Improvement & Digital Enablement

- Use operational data, analytics and system insights to improve decision-making and situational awareness.



- Use available data to forecast potential events, escalating preparation activities to ensure network resilience and proactive customer management
- Identify opportunities to set and improve procedures, optimise alarm management, enhance ways of working, reduce incidents and improve incident response.
- Support the embedding of digital uplift and network intelligence initiatives aligned to South East Water's strategy.

Knowledge, Skills & Experience

Essential

- Experience in real-time operations within a water utility or regulated critical infrastructure environment or other relevant operational environment.
- Proven capability in incident management and operational decision-making under pressure.
- Strong understanding of SCADA-based network monitoring and control.
- Experience leading teams in a 24/7 shift-based operations environment.
- Strong communication, escalation and stakeholder engagement skills.
- Knowledge of ITIL (v3 or ITIL 4) service management principles and practices, including incident, problem, change, request, and service level management.

Desirable

- Tertiary qualifications in Engineering, Operations, Water, Energy, Environmental Science or a related discipline, or equivalent experience.
- Sound working knowledge of water and wastewater operations, including public health and environmental risk.
- Experience with water quality, sewer spill or environmental incident response.
- Familiarity with digital transformation, analytics or smart water networks.
- Formal incident or emergency management training – AIIMS

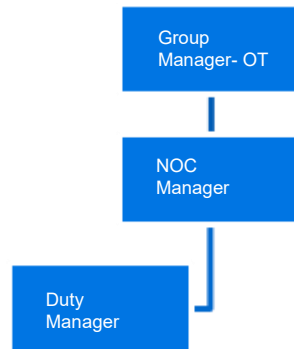
Additional Requirements

- Participation in a 24/7 rotating shift roster
- Availability for on-call or extended shifts during major incidents
- Participation in emergency exercises, simulations and post-incident reviews

Dimensions

Organisational Chart

Complete the organisational chart below, outlining the reporting structure for this role, including the direct people leader and any employees that report directly to the role.



Number of people managed:

3-4

Size of budget managed:

N/A

Value of Assets managed:

The NOC Duty Manager holds end-to-end operational accountability for the real-time situational awareness, availability and performance of South East Waters \$5.2 billion portfolio of physical and non-physical assets, including water, recycled water and sewerage networks.

Ensuring a sustainable, resilient organisation:

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

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.