Position description

Position title	Team leader – Land Development
Group / Branch	Liveable Water Solutions / Development Solutions
Reports to (Title)	Manager Land Development
Competency level	*People Leader*

Job Purpose

The Land Development Team Leader will play an integral role in the efficient delivery of a specialised service to customers in the land development and building industries by providing leadership, coordination, expertise, direction and approval across the many forms of land development projects involving water, sewerage, recycled water and alternative water solutions.

The Land Development Team Leader is expected to resolve complex customer issues related to the provision of South East Water's assets to land development projects either directly with the customer or by providing leadership and support to the team members. The Land Development Team Leader will also be expected to provide support and expert advice to other internal/external customers, and to represent South East Water at Land Development forums.

The role is responsible for:

- identifying, developing and implementing improvements (digital utility),
- business growth opportunities and performance issues which may directly enhance the success of the branch and company
- coaching and training staff
- servicing the land development and building industries by determining and approving the servicing and financial conditions for land development projects
- working collaboratively with land developers, engineering consultants, civil contractors, councils and other authorities to deliver SE Water's assets in accordance with SE Water's strategic planning to deliver; and
- communicating SE Water's polices relating to the servicing of developments to ensure correct application and consistency.

Key Accountabilities

- Authorise preliminary servicing advice for greenfield and infill development proposals and statutory referrals
- Authorise Development Agreements (Contracts) for the installation of South East Water assets
- Evaluate and authorise construction tenders and tender variations
- Undertake staff development, including providing team members with direction, support, training and coaching on all team functions to facilitate multiskilling

- Undertake team performance plans (appraisals), address performance issues, motivate staff, recognition, personal counselling and recruitment
- Responsible for daily distribution, monitoring and approval of applications
- Recommend South East Water expenditure for the installation of water and sewerage assets
- Assess alternative and innovative servicing options for new developments
- Incorporate South East Water's strategic asset planning and ensure the delivery of these assets through the development industry
- Monitor the performance of accredited consultants to inform South East Water's Performance and Accreditation regime
- Liaise with Service Delivery to resolve complex operational issues and to ensure South East Water's and the Development Industry requirements are met
- Conduct meetings with developers, engineering consultants, surveyors, builders, local councils and other authorities on a daily basis
- Authorise capitalisation of South East Water's assets
- Working towards a digital utility through managing and processing applications through South East Water's online platform PropertyConnect and drive process automation

Knowledge, Skills & Experience

- Understanding of the role in the community the land and / or property development industry
- Significant experience and knowledge of the land development policy and pricing which apply to the land development industry
- Knowledge of the Water Act, Planning and Environment Act, Subdivision Act, ISO 9001 Standards and Standards contained within the Melbourne Retail Water Agencies Water and Sewerage Codes
- Knowledge of the design and/or construction of water and sewerage facilities
- Knowledge of hydraulic principles
- Sound analytical and computer skills including word processing, spreadsheets and other work related databases
- Experience in the implementation of Land Development practices and current pricing and policy standards
- High level of negotiation skills to resolve complex servicing and financial requirements
- Experience in working within stringent time constraints
- Able to understand technical matters and learn new technical skills
- Excellent leadership skills with the ability to manage and develop staff, including conducting individual performance appraisals
- Demonstrates Customer focus – establishes and maintains effective relationships with customers and gains their trust and respect
- Excellent communication skills both written and oral
- Able to adapt readily to different ways of doing things
- Ability to determine and manage multiple tasks based on assessment of priorities and stakeholder needs

Dimensions

Organisational Chart



Number of people managed:

3-4

Size of budget managed:

Nil

Value of Assets managed:

Contributes to management of shared and gifted assets for the land development industry

Ensuring a sustainable, resilient organisation:

Authorities outlined in Instrument of Delegations none

Compliance management responsibilities outlined in the compliance and obligations register none

South East Water operates a 24/7 service environment. Whilst this role does not involve after-hours rostered duty, all employees may be required to provide out of hours support from time to time as required.