

## Position description

<b>Position title</b>	Plumbing Services Manager
<b>Group / Branch</b>	Liveable Water Solutions / Customer Connections
<b>Reports to (Title)</b>	Group Manager Customer Connections
<b>Competency level</b>	Individual contributor

## Job Purpose

The role of the Plumbing Services Manager is to provide leadership on complex hydraulic design and installation matters to internal stakeholders in areas including integrated water management, on property sewer and water systems, water and fire services, and regulatory change. The role also supports the building, plumbing and hydraulic design industries, by providing coordination, expertise, and direction across servicing issues associated with development projects.

The Plumbing Services Manager will also lead and manage the contract for New Connection processes on behalf of the Customer Connections group.

The role acts as the primary liaison between South East Water & Priority Plumbing/Iota and will be responsible for managing relationships and ensuring the delivery of high-quality service and support.

The role will oversee contract lifecycle management, ongoing review and development of processes, performance monitoring, proactively managing risks and compliance.

## Key Accountabilities

- To provide complex technical leadership within the Customer Connections Group relating to plumbing and hydraulic strategies on new and existing properties.
- The role advises construction industry stakeholders on technical requirements associated with our servicing conditions to ensure that South East Water's and the wider community's interests are met.
- Influence the strategic direction and corresponding servicing standards by providing support and expertise to key working groups within South East Water,
- Development and approval of quality documentation and policies that relate to water and sewer (plumbing) installations. This will include reviewing and interpreting existing

documents (policies, processes, procedures) in addition to developing new documents to ensure all quality documentation reflect current best practice.

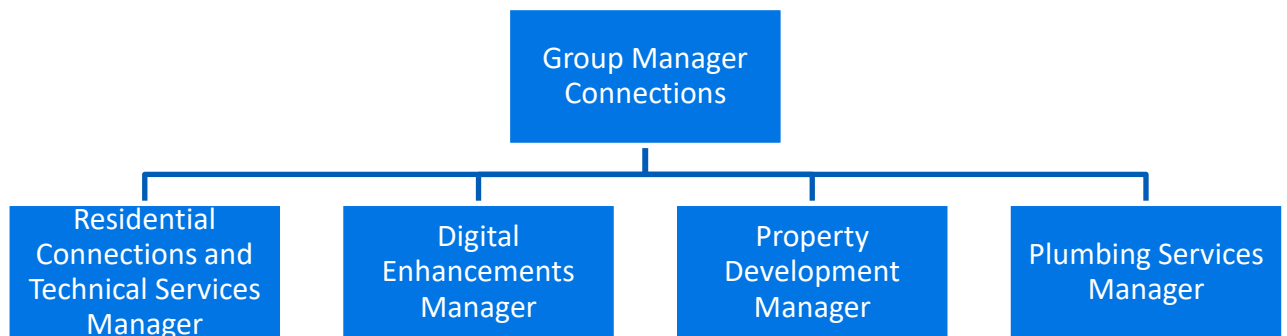
- Managing and developing stakeholder relationship with peak industry bodies including engineering consultants, builders, plumbers in addition to the other Metropolitan Retail Water Authorities.
- Contract Manage the New Connections process on behalf of the Connections Group. This includes the ongoing review and development of processes and practices to achieve better outcomes for our customers and South East Water.
- Manage reporting tools for the ongoing measurement of the SLAs for the New Connections process.
- Leading engagement with plumbers, developers, consultants and contractors where required to answer complex servicing condition requirements.
- Develop and oversee relationships with key industry associations, regulators and plumber training institutions as required.
- Represent South East Water with professionalism and develop strong industry relationships.
- Lead all site and field inspections of plumbing installations for the Connections Group.
- Share knowledge and develop technical plumbing competencies with South East Water staff.
- Manage and resolve all quality related issues associated with the New Connections installations/works.
- Develop and maintain strong working relationships with Priority Plumbing/Iota.

## **Knowledge, Skills & Experience**

- Experience in contract management and negotiations with the ability to manage and prioritise competing stakeholders
- Ideally Registered/licensed plumber in sanitary and water supply plumbing, having a minimum of 10 years' experience in the plumbing/construction industry.
- Backflow Protection, legislation and testing procedures.
- Exceptional interpersonal, written and verbal skills and the ability to engage across diverse groups and audiences.
- Ability to manage multiple tasks in a fast paced and dynamic working environment.
- Highly experienced in recycled water/non-drinking water legislation and regulatory requirements, including Environment Protection Authority requirements.
- Strong knowledge of National and State regulatory and standards requirements relating to plumbing.
- Highly developed analytical and problem-solving skills are essential for identifying business improvement opportunities.
- Proven ability in providing technical solutions, addressing complex problem solving for ongoing operations.
- Strong knowledge in fire services, including design, legislation and installation requirements.
- Highly developed commercial mindset and acumen, with experience in business planning and financial management.
- High level of communication and influencing skills to establish relationships with peak industry bodies to influence policy decisions and outcomes for South East Water.

## Dimensions

### Organisational Chart



### Number of people managed:

Nil

### Size of budget managed:

Not applicable

### Value of Assets managed:

Not applicable

### Ensuring a sustainable, resilient organisation:

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

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