

Position description

Position title	Property Development Team Leader
Group / Branch	Liveable Water Solutions / Customer Connections
Reports to (Title)	Manager Property Development
Competency level	People Leader

Job Purpose

The Property Development Team Leader plays a key role in helping South East Water (SEW) become an exceptional service provider that puts customers first and benefits community through the provision services to the Property Development Industry by stipulating SEW's conditions (technical and financial) to servicing applications from property developers. The position will provide leadership, direction, training and support to staff involved in providing this service to the Property Development Industry that is constantly evolving and ever-increasing complexity with a strong focus on safety, the customer experience, and process improvement.

Key Accountabilities

- Lead, coach, develop and motivate to assist team members in reaching their full potential and subsequently achieve strategic objectives, and performance KPI's.
- Actively build a constructive culture that promotes high performance, exhibiting personal leadership in this area.
- Ensuring that staff knowledge/training is continuously updated, and new policies and procedures are implemented and embedded within the team.
- Ensure all OH&S standards are met and that a culture of proactive safety management and behaviour is pursued in the team.
- Leverage progressive leadership approaches to support team members in reaching their full potential and maximising their contribution to the achievement of individual, team, group and organisational objectives.
- Take ownership for resolving escalated enquiries by identifying appropriate solutions and ensuring feedback and is provided to staff.:
- Drive the root cause analysis of customer complaints / feedback and implement remedies for enhancements for future interactions.

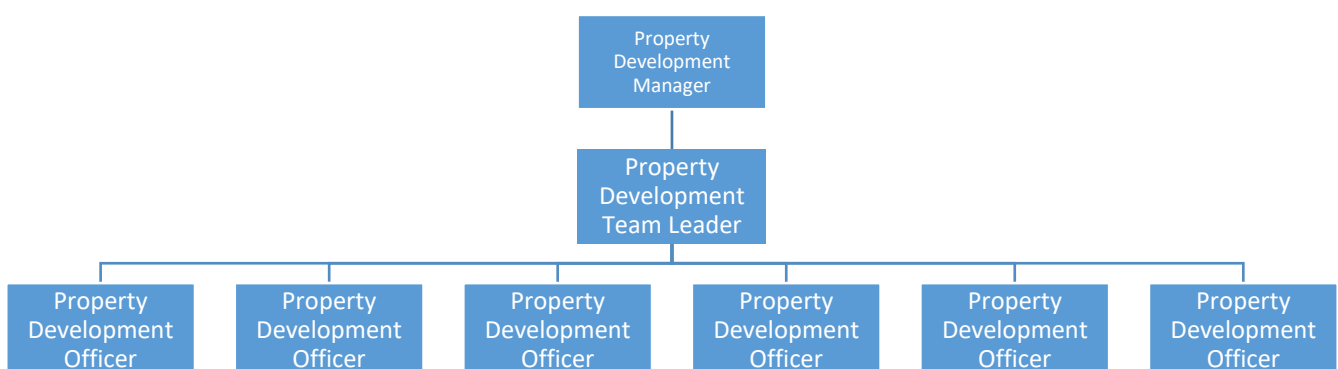
- Coach and develop a team creating skilled, confident and capable staff, ensuring a high level of service to customers.
- Gather customer feedback and insights to enhance systems, processes and people matters.
- Support the implementation and refinement of quality principles and best practice procedures utilising a continuous feedback loop with staff members.
- Proactively monitor, complete reporting and achieve organisational performance targets.

Knowledge, Skills & Experience

- Ability to analyse and develop ways of improving work procedures and processes.
- Excellent interpersonal, written and oral skills and a demonstrated capacity for excellent customer service.
- Tertiary qualifications in business administration, or other relevant discipline knowledge equivalent and/or five years relevant experience.
- A minimum of 5 years experience in a leadership role with a focus on managing teams.
- Intermediate analytical and computer skills including word documents, spreadsheets and other work-related databases (ICE, GT Viewer, SWIFT, Property Connect etc).
- Advanced negotiation skills to resolve complex servicing and financial requirements with land developers, plumbers, builders, council and other authorities.
- Intermediate ability to train and motivate staff for effective performance incorporating skill enhancement programs and individual performance and development plans.
- Intermediate procedure and process analysing for key performance indicators.
- Advanced understanding of systems, processes, Acts & Regulations relating to all property connection and build over easement processes.
- Advanced interpersonal skills and the ability to negotiate effectively at all levels within and outside the organisation to find win-win outcomes.
- Relevant experience in leading high complexity operational teams in a utilities industry desirable
- Experience working in a fast paced, dynamic and regulated environment with the ability to balance business, customer and employee needs.
- Strong business acumen with a focus on the customer and the ability to effectively manage stakeholder relationships both within and outside South East Water.

Dimensions

Organisational Chart



Number of people managed:

6-7 staff

Size of budget managed:

N/A

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.