



Position description

Position title	Safety, Standards and Practices Manager
Group / Branch	Service Delivery / Operational Planning & Performance
Reports to (Title)	Group Manager – Operational Planning & Performance
Competency level	People Leader

Job Purpose

The Safety, Standards and Practices Manager establish a robust and repeatable framework to oversees the full lifecycle of standards, process and procedure documentation within Service Delivery, ensuring compliance, alignment with best practice and operational requirements.

This role is responsible to establish a program and ways of working to codify institutional knowledge, maintain contemporary and user-friendly document/content formats, and partner with subject matter experts to enhance procedural content. The role is responsible for driving immediate continual improvement interventions following process failures, overseeing root-cause analysis and application of standard methodologies to deliver safer, more efficient outcomes.

In collaboration with People, Safety and Governance this role will establish and maintain a training program for employees across Service Delivery to ensure safety, compliance and to support professional development of our people. A key component of this role is accountable for implementing key performance dashboards to track KPI's, give visibility into process health and support critical decision-making.

Key Accountabilities

- Establish, manage and maintain the process and procedure documentation framework and library, ensuring all content is current, accessible, and aligned to industry best practice by drawing on SMEs across the business. Act as an innovator by introducing new ideas and industry best practices related to standards and practices into the business. Share these ideas with key stakeholders and embed endorsed approaches.
- Lead gap analysis of how we work and, with the help of SME's, oversee the creation of new procedures and processes to enhance safety and efficiency whilst ensuring we are compliant within regulations and legislation.
- Accountability for the development and administration of systems of information (e.g., document management platforms) that support version control, searchability, and usability for Service Delivery documentation.
- Lead, coach and mentor a small team spanning Standards, Practices, Training and Project Management.
- Collaborate with subject matter experts to capture tacit knowledge, review draft procedures, and refine content for clarity and effectiveness. Use this information to implement knowledge capture approaches to retain IP and expertise.



- Establish and manage a framework to systematically conduct reviews and implement ad-hoc updates to documentation in response to regulatory changes, incident learnings, or operational enhancements.
- Facilitate root cause analyses (5-Whys, fishbone diagrams, 7S, 3Cs) for process failures and lead cross-functional improvement interventions.
- Coach SMEs and Business experts on standardised problem-solving suites, using real life problems to build expertise.
- Oversee the creation of a Service Delivery wide tool to report key data points that measure process performance, compliance, and continual improvement progress.
- Build and maintain visual management and performance stations, coaching operations and maintenance SMEs to be able to undertake regular stand up sessions to drive a safer, better and more effective outcome.
- Collaborate with key stakeholders in Service Delivery and People, Safety and Governance to establish a comprehensive training program for all job classes across Service Delivery including compliance, safety, operational and professional development training.
- Provide guidance, and support to teams on standards, documentation practices, and procedural changes.
- Establish a comprehensive audit program to track documentation/content compliance and usability, monitoring findings and driving remediation.
- Implement processes and build key stakeholder engagement to stay alert to emerging requirements.

Knowledge, Skills & Experience

- Demonstrated experience (5-7 years+) in documentation management, quality assurance, or standards governance within utilities or regulated industries.
- Strong understanding of process frameworks and continuous improvement methodologies (e.g., ISO 9001, Lean, Six Sigma). Bachelor's degree in engineering, Environmental Science, Quality Management, or a related discipline.
- Proficiency with document management systems (e.g., SharePoint, Confluence) and Microsoft Office Suite at an advanced level.
- Skilled in root cause analysis techniques and facilitation of improvement workshops.
- Excellent stakeholder engagement, communication, and change-management capabilities.
- Report writing to executive groups and industry experts, ability to assimilate data and make data drive recommendations.
- Knowledge of Australian water industry regulations, safety standards, and environmental obligations.
- Demonstrate extensive knowledge of industry practices
- Strong experience in setting standards and procedures for water operations
- Experience in developing and implementing efficient document management and revision control processes, ensuring accuracy and compliance to facilitate effective governance of engineering standards and product information
- Relevant certifications such as Certified Quality Auditor (CQA), Lean Six Sigma Green Belt, or ISO Lead Auditor preferred.



Knowledge, Skills & Experience

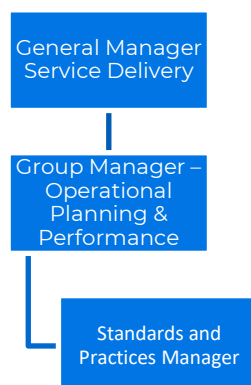
Solely Responsible

- Percentage of process documentation reviewed and updated within scheduled review cycles (target: 100% annually).
- Average turnaround time for document updates following change requests or incident learnings (target: ≤10 business days).
- Compliance rate in documentation audits (target: ≥95% accuracy and currency).
- Number of immediate continual improvement actions initiated and closed within agreed timeframes.
- Maintenance of visual management stations to 90%+ completion.
- User satisfaction score for document usability and accessibility (target: ≥4 out of 5).

Shared with Others

- KPI performance outcomes
 - 7S (or similar) problem solving completed (Min. 1 per fortnight). Completion rate of root cause analyses and implementation of corrective actions.
 - Reduction in repeat process failures due to outdated or ineffective procedures.
 - Improvement in safety and compliance incident rates linked to procedural adherence.
 - Engagement score for training sessions on new or revised standards.
 - Accuracy and timeliness of performance data contributions to executive dashboards.
- Dimensions

Organisational Chart



Number of people managed:

4 - 5

Ensuring a sustainable, resilient organisation:



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

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

As part of a team of engineers and technicians 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.