



Position description

Position title	Strategy and Forward Planning Manager
Group / Branch	Service Delivery / Operational Planning & Performance
Reports to (Title)	Group Manager – Operational Planning & Performance
Competency level	People Leader

Job Purpose

The Strategy and Forward Planning Manager defines and manages the team's long-term capability and technology roadmap, ensuring future needs are anticipated and met. They translate regulatory, legislative, environmental, and community changes into actionable impacts on processes, systems, and technology and manage projects to implement new solutions. They drive continuous improvement by scoping, building, advocating for and embedding high-value initiatives. They are responsible for ensuring South East Water is compliant with water quality regulation and reporting.

Key Accountabilities

- Develop and maintain a multi-year capability and technology roadmap aligned to strategic objectives.
- Establish ways to monitor regulatory, legislative, environmental, and community trends; perform impact assessments and integrate findings into business processes and system requirements.
- Identify, scope, and lead long-term improvement initiatives focused on productivity, cost efficiency, and service enhancement.
- Explore emerging technologies—like AI-driven forecasting tools—to further enhance predictive accuracy and agility in planning.
- Build robust business cases, conduct financial and risk analyses, and secure stakeholder buy-in for change programs.
- Ensure compliance with water quality regulations and reporting. Foster and maintain relationships with key internal and external stakeholders to achieve this.
- Collaborate across SD and other business units within South East Water to ensure effective challenge identification, prioritisation, project scoping and delivery.
- Manage the development and maintenance of the team's annual work orderbook; prioritise projects, allocate resources, and track progress. Use this to coordinate annual budget setting.
- Coordinate the collation of SD needs for price determination and represent SD in cross divisional planning, price review and future planning sessions.
- Lead the development and maintenance of the Quarterly Business Review (QBR) process: prepare materials, facilitate reviews, and drive action plans.



- Collaborate with IT, operations, finance, external partners and others to ensure seamless execution of strategic plans.
- Create and deliver reports, summaries and presentations to executive and cross divisional leadership.

Knowledge, Skills & Experience

- Extensive experience (5+ years) in corporate or divisional strategic planning, forward planning, or portfolio management.
- Proven track record assessing regulatory and legislative impacts and translating them into business requirements.
- Strong expertise in process improvement methodologies (Lean, Six Sigma, or equivalent).
- Advanced skills in business case development, financial modelling, risk and cost-benefit analysis.
- Excellent stakeholder engagement, negotiation, and presentation abilities.
- Familiarity with portfolio and resource management tools (e.g., Planview, Clarity, Jira).
- Bachelor's degree in Business, Engineering, Economics, or related field
- Certifications such as Prince2 Practitioner, PMI-ACP, or Lean Six Sigma Green Belt/Black Belt advantageous.

Knowledge, Skills & Experience

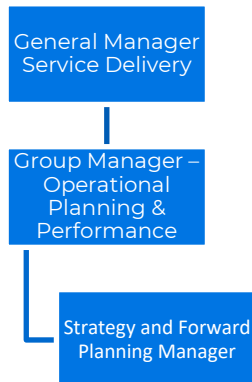
Solely Responsible

- Percentage of roadmap milestones delivered on schedule.
- Number of regulatory or legislative impact assessments completed per cycle.
- Count of approved business cases vs. submissions.
- Accuracy variance between resource plan and actual utilization.
- Timeliness of QBR materials delivered before review meetings.

Shared with Others

- Improvement in team productivity metrics year-on-year.
- Cost savings achieved through approved improvement initiatives.
- Stakeholder satisfaction score for planning outputs and governance processes.
- Percentage of post-QBR action items closed on time.
- Alignment score of technology deployments against strategic objectives.

Organisational Chart



Number of people managed:

4-5

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](#) yes
- primary responsibilities

For Engineering roles the role requires a Professional Engineer (accredited 4 year degree) and requires professional registration in Victoria

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.