



Job Specification

Position Title	General Manager Water Delivery Services	No:	
Reporting to	Managing Director		

Role Purpose	
<p>The role of the General Manager Water Delivery Services is to lead irrigation, diversions and groundwater services to our diverse customer base. They will focus on delivering efficient and affordable water services and be accountable for transparency in cost control. They will ensure an efficient and affordable price for customers.</p> <p>This position contributes to the management of the organisation as a member of the Leadership Team to enable the realisation of our vision of delivering for our region and our future.</p> <p>The key strategic outcome of this role is to ensure a sustainable business and viable customers, ensuring GMW makes long term, sustainable decisions focused on efficiency, finance and assets.</p>	
Stakeholders:	Goulburn Murray Water Leadership team including the Managing Director and Board. A wide range of stakeholders including DELWP, External Interest Groups, Customer Groups

Knowledge, Skills and Experience:	
<ul style="list-style-type: none"> • Comprehensive understanding of the regulatory and commercial aspects of running large irrigation infrastructure • Experience in risk management, safety, emergency response and preparedness. • Experience in workforce management in the operation and maintenance of large utilities • Strong financial and commercial acumen skills. • Proven ability to drive quality and efficiency outcomes by applying innovative continuous improvement solutions. • Proven judgment working in a corporate environment with complex issues, programs and stakeholders. • Superior influencing and leadership skills. Resilient and capable of managing ambiguity. • Demonstrated ability to build and maintain strong corporate and stakeholder relationships. • Demonstrated ability to think strategically, to identify emerging issues, problem solve and apply creative solutions. • Highly developed oral and interpersonal skills and demonstrated ability to negotiate with and advise the MD and Board on matters related to the irrigation business. 	

- High level of organisational skills with proven ability in setting priorities and operating within strict deadlines
- Proven ability to deliver projects on time and within budget
- Demonstrated ability to lead, manage and motivate employees to achieve their full potential

Key Result Areas	Key Responsibilities	KPIs
Financial and Customer Management	<ul style="list-style-type: none"> • Lead the development, implementation and management of strategies that drive operational efficiencies in the irrigation business through: <ul style="list-style-type: none"> ○ Workforce productivity ○ Use of technology and data to drive innovation ○ Improved services to customers ○ Partnering opportunities • Manage the day to day customer interface in the field with irrigation, diversion and groundwater customers. 	Business results Customer feedback
Inspire, lead and develop a diverse group of people	<ul style="list-style-type: none"> • Establish and support an open and honest working environment for employees fostering collaboration and teamwork • Identify and develop leaders at all levels of the business • Promote safety and wellbeing for all employees • Role model GMW leadership capabilities and constructive behaviours 	360-degree feedback Employee Engagement outcomes Safety Outcomes
Drive exceptional performance	<ul style="list-style-type: none"> • Drives the achievement of results • Effectively leads and manages organisational change • Fosters a high performance culture by setting clear goals, holding people accountable and managing performance 	Business results
Manage external and internal relationships	<ul style="list-style-type: none"> • Influence multiple and diverse stakeholders, internal and external to the business to ensure the reputation of the business is enhanced • Ability to build trusting relationships with all stakeholders to support the achievement of the Strategic Direction 	Stakeholder feedback

Classification/Band	Executive Contract	
Employment Status	Fixed Term – Full Time	
Salary	Executive range	
Position reports to	Managing Director	
Location	Tatura	
Delegations	Financial: Level 1	Human Resources: Customer Service, Systems Operations, Water Resource and Connections teams
Position Contact	Charmaine Quick	
Qualifications	Tertiary qualification in water or engineering	
Policy Check required	Yes	
Victorian Drivers Licence	Yes	
Approver/Approval Date	Charmaine Quick – 23/04/2019	