



# LOWER MURRAY WATER

Success Profile

## ▀ Manager ICT

Lower Murray Water

July 2020



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## LOWER MURRAY WATER

### Online Advert

- Transformational role for an experienced people leader
- Manage the strategic & operational aspects of IT services
- Combine career opportunity and regional lifestyle in beautiful Mildura

Lower Murray Water (LMW) is a large regional organisation headquartered in Mildura, servicing diverse communities across the region, stretching from Kerang to the South Australian border. A unique organisation, LMW operates both urban and rural water businesses which support domestic and commercial customers from households through to large-scale irrigation operations. As a leader within the region, LMW has established itself as a major contributor to enhancing regional prosperity, directly impacting social, environmental and economic benefits.

Reporting to the General Manager Business Services and Performance, the Manager ICT will lead the continuous improvement of technology systems and processes across the organisation. With a focus on strategy development and implementation, you will drive the evolution of IT across the organisation. Through building relationships with the diverse business units, you will understand the technology needs and prioritise what can be delivered and by when with a focus on the improvements that will deliver the greatest efficiency gains. Being the key leader in this space, you will report back to the GM Business Services and Performance on the strategy implementation progress and keep the Executive Leadership Team well informed along the way. You will also review the current external IT support functions that are in place and evaluate the effectiveness of the services.

You are an established leader with strong experience in both leading the IT operations for an organisation and delivery of specific innovative projects. You have a track record of leading successful change and delivering on customer/client needs that enhance business outcomes. Being a personable individual, you are an effective relationship builder with exceptional communication skills. You have the courage and resilience to challenge the status quo and have strong contemporary knowledge of the IT landscape.

If you are looking to take your career to the next level and to drive an organisation's IT into a new era this role might be what you have been looking for.



## About Lower Murray Water

Our core business is to meet the present and future needs of our customers and community by providing reliable and secure water services.

Our area of operation extends from Kerang to the South Australian border taking in the municipalities of Mildura, Swan Hill and Gannawarra. We provide the region with urban water and sewerage services, treatment and effluent disposal services, river quality water to domestic and stock and irrigation customers, along with the collection and disposal of subsurface irrigation drainage water.

We recognise that our overall well-being and livelihood is directly linked to the agriculture/horticulture, tourism and support industries which form our economic backbone.

How we manage our water resources and our business recognises the intrinsic interrelationship between this essential resource and the economic and social fabric of our region.





## Objectives and Strategies

- Customer Focused – right service, right time.
- Maintaining compliant performance while improving cost effectiveness of operations and assets.
- Increasing use of modernised infrastructure across the Corporation.
- Increasing the resilience of services to changing and extreme weather.
- Managing the Corporation in accordance with expected standards of corporate behaviour.
- Managing the Corporation's assets and finances responsibly and sustainably.
- Embracing a contemporary operating model, enabling progressive and sustainable delivery of services.
- Providing an engaged, skilled and diverse workforce to deliver our vision and mission.
- Providing our services equitably and with respect to a diverse community.

## Vision

The Board visualise that we will become a leading regional water corporation in Victoria by:

- Close engagement with our community and customers.
- Being resilient in times of adversity and change.
- Being a regional leader.

We will deliver outcomes to our communities by:

- Catering for sustained growth in our urban business.
- Promoting growth in our rural business.
- Being sustainable, measured by finance, a productive culture and a lighter environmental footprint.



## About the Region

Set on the banks of the magnificent Murray, Mildura has something for everyone!

The town is located on the lower Murray River in north-west Victoria, on the border of New South Wales – 550kms north west of Melbourne, 400kms north-east of Adelaide and 1,080kms west of Sydney.

The region is one of Australia's most important agribusiness and horticultural areas and has been since the 1880s. It offers a unique blend of urban and rural environments and opportunities, and is a buoyant and resilient community.



Whether people have lived in the region their whole lives, grew up there before moving away and are now looking to return to their roots, or have been seeking a river-change opportunity, the community in Mildura welcomes everyone with open arms. With houseboats, water sports, local produce markets, national parks, and so much more, there really is something for everyone. The weather is reminiscent of the Mediterranean and is ideal year-round, and the town acts as the gateway to the outback, with opportunities to spend your weekends exploring.

The Mildura regional economy generates \$2.788 billion in Gross Regional Product (GRP) per annum and is diversified across agriculture/horticulture, advanced manufacturing, logistics and services.

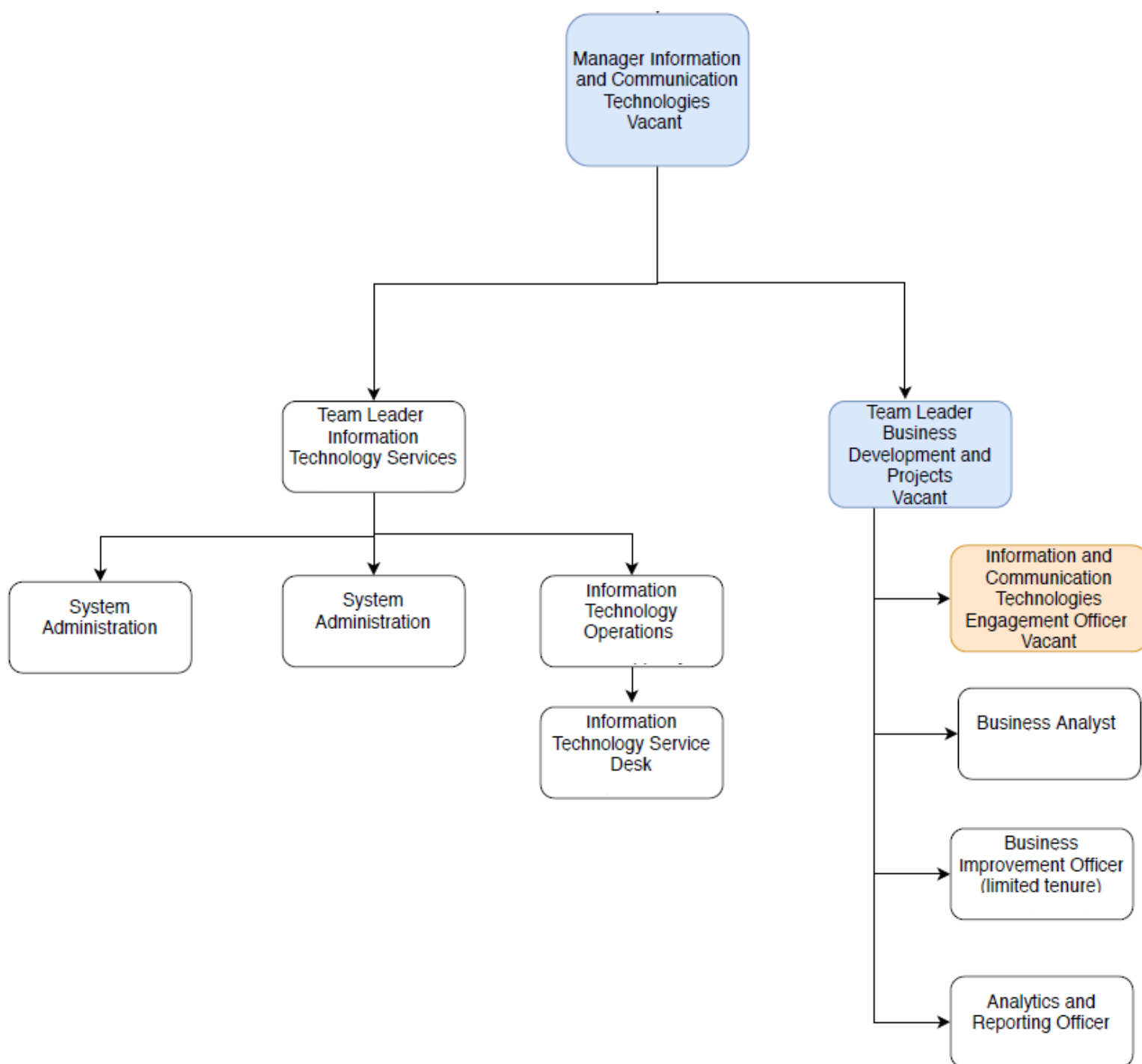
The Mildura region is one Australia's most important areas for agribusiness (in particular, horticultural) production.

### Nature of Services Provided by LMW

We provide:

- Urban water services to 14 townships via nine treatment plants to approximately 74,000 customers along the Murray River in Victoria from Koondrook to Merbein;
- Wastewater collection, treatment and effluent re-use and disposal services to 11 towns via 10 treatment plants;
- River quality water services to 2,661 irrigation and 1,905 stock and domestic customers in the four pumped irrigation districts of Merbein, Red Cliffs, Robinvale and Mildura, to 291 Millewa rural district and some areas of the waterworks district of Yelta;
- The collection and disposal of subsurface drainage water from the four pumped irrigation districts, as well as from private diverters in Nangiloc, Robinvale and Boundary Bend;
- Oversight of irrigation and drainage design in new agricultural developments ensuring conformity with salinity management plan development guidelines; management of the private diversion licences of 1,196 water users along the Murray River in Victoria between Nyah and the South Australian border;
- The assessment and approval of licencing, water share and allocation trade applications;
- Reclaimed water for third party use; water supply delivery to important environmental and recreational sites; and Management of the region's urban and rural bulk water entitlements.
- In addition to security of supply, public health, water quality and environmental responsibilities, we recognise the crucial economic role of water from a regional and state context.

## Organisational Structure



## The Opportunity

<b>Title</b>	Manager ICT
<b>Location</b>	741-759 Fourteenth St, Mildura VIC 3500
<b>Salary</b>	\$120k-\$140k Total Package
<b>Reporting to</b>	General Manager Business Services & Performance
<b>Direct Reports</b>	Team Leader IT Services Team Leader Business Development & Projects

### Primary Objectives

As the Manager ICT you will work to the GMBSP and broader Management Team (MT) lead the implementation and ongoing development of Lower Murray water's ICT Strategy through facilitating the development of appropriate systems which enable the Corporation to meet its long term vision and strategy. As a member of LMW's leadership team you will be responsible for the strategic direction of Information Technology and business improvements projects supporting the development of efficiencies and process improvements across all areas of LMW operations. This role will lead a team of ICT and business improvement specialist staff to ensure the smooth operation of ICT and business support services in alignment with the business objectives of the organisation.

Reporting to the GMBSP, this role will provide support to every level of the organisation in managing external ICT vendors and outsourced specialist consultants to ensure achievement of LMWs technology priorities and delivery of good governance practices to implement practical solutions for the business.

This role requires a focus on continuous improvement through creative thinking and the development of efficient ICT systems. Both internal and external stakeholders will be a priority.







## Key Result Areas for Success

In 12 months' time when you are reviewing your performance with the GM Business Services and Performance, you will be able to demonstrate your impact on the organisation in the following areas:

- Transforming the team and organisation to be operating in a more effective and efficient way, utilising technology and processes for maximum impact
- Managing strategic and operational IT services to enhance the internal and external customer experience
- Evaluating overall technology capability (including SCADA, INFOR, Technology One) to ensure optimal system performance and utilisation
- Leadership of a high performing, highly engaged team who are comfortable and effective operating in a modern digital environment
- Assessing the existing IT supplier contracts and ensuring ongoing value from external partners and vendors
- Mitigating risk to the organisation from cyber security threats through ongoing systems updates, staff training and project management





## Skills and Background Requirements

### Formal qualifications

- Tertiary qualifications in an Information Technology related discipline

### Leadership:

- Expert skills in stakeholder management, resource management, strategic planning, environmental scanning, service excellence and organisational awareness.
- Demonstrated experience in a similar role at a leadership level in a service driven environment
- Previous experience managing a diverse and multi-disciplinary leadership position.
- A strong belief in the team, manages strengths and weaknesses of team members.
- Demonstrated capacity for dealing with complex issues, political nuances and working to deadlines

### Customer:

- Proven experience managing stakeholder relationships
- Ability to communicate at all levels of an organisation
- Develops meaningful, trusted and collaborative relationships with staff at all levels

### Efficiency:

- Demonstrated ability to clearly articulate and make recommendations at a management level.
- Demonstrated experience leading improvement programs that deliver operational efficiencies.
- A background and experience in the development and implementation of IT systems including policies and procedures.

## For more information

For further discussion, please contact:



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