

Position description

Manager Operations Support & Projects



Department	Water and Sewerage Services
Employment type	Temporary
Classification	Band 8
Location	Warrnambool
Date approved	October 2026
Approving Officer	Executive Water and Sewerage Services

Position objectives

The primary responsibilities and accountabilities of the position are to:

- Manage strategic improvements to water and wastewater systems through minor capital delivery to improve business efficiency, regulatory compliance and customer satisfaction.
- Ensure the effective management of the Major Customer portfolio and external clients, including trade waste and water supply services.
- Manage the effective delivery of a diverse program of natural asset, biosolids and water recycling activities arising from relevant Strategies, Strategic Risk register and Corporate Plan.

The incumbent will provide inspiring leadership to a highly skilled and diverse team and a seamless link to a range of internal clients, business systems (HACCP, Environmental Management Systems and OH&S), specialist projects and general operational works.

This position reports directly to the Branch Manager Water Quality & Environmental Services.

Key responsibilities and duties

Strategic Planning

- In liaison with the Branch Manager Water Quality & Environmental Services, develop and oversee the implementation of business strategies and systems for the operation of water, wastewater and reuse treatment systems.
- Assist the Branch Manager to identify the business system requirements for operations functions by identifying capital improvement requirements of treatment assets and prepare Improvement Plans for water and sewer for inclusion in the Corporate Business Plan and Pricing Submission Program.

Operational Performance and Capital Delivery

- Oversee the investigation, design and project management of minor operational capital works.

Major Trade Waste

- Oversee the provision of trade waste and water supply services to Wannon Water's Major Customers and key external clients, ensuring data collation to and from the billing process is accurate and timely, and that relationships are proactive and professional.

Position description

Manager Operations Support & Projects



Biodiversity and Reuse Systems

- Oversee the management of all natural assets and sites of biodiversity value to ensure they are managed in accordance with Wannon Water's strategies, policies and regulatory requirements.
- Oversee the management of the recycled water and biosolids programs, including customer compliance, Management Plans, landholder agreements and monitoring programs, to ensure the safe, sustainable and compliant reuse of recycled water and biosolids.

Customer Service

- Provide leadership and effective team management to ensure a high standard of service to Wannon Water's customers, consistent with Wannon Water's Customer Charters.
- Ensure responses to both external and internal customers regarding water quality, environmental issues, reuse and trade waste activities are provided in an accurate, timely manner that reflects Wannon Water's values.

Safety

- Ensure all employees who supervise employees and/or contractors understand that they have an obligation to their employees and/or contractors so far as is reasonably practical to provide and maintain a working environment that is safe and without risks to health.
- Ensure that employees and/or contractors within the team have appropriate training and competency assessment in regard to occupational health and safety.
- Will be compliant with all Wannon Water Occupational Health & Safety policies & procedures at all times.

Leadership

- Lead, motivate and develop Operations Support and Project employees to ensure the achievement of corporate objectives, work satisfaction and work / life balance.
- Establish and maintain effective relationships with other teams, branches and departments within Wannon Water.
- Establish and maintain effective relationships with other Water Corporations and Agencies and relevant stakeholders and represent the Corporation in a competent and professional manner.
- Undertake employee reviews of the Operational Support and Project employees in line with Wannon Water Policy and procedures.

Finance and Budgeting

- Prepare, monitor and confine expenditure to the budget of the relevant sections (as determined by the Branch Manager) in the Operations Support and Projects department.
- Exception report to the Branch Manager where budgets deviate or are likely to deviate.

Special Duties

- Prepare regular and special reports as required by the Branch and carry out other duties as directed from time to time.

Position description

Manager Operations Support & Projects



Organisational relationships

Responsible to	Branch Manager Water Quality & Environmental Services
Responsible for	Operations Support and Projects Teams
External liaison	Public Authorities, Regulators, Consultants, Contractors, Major Customers and Public.

Accountability and extent of authority

- The freedom to act is governed by broad goals, policies and budgets with periodic reviews to ensure conformity with those goals and a reporting mechanism to ensure adherence to budgets.
- Decisions and actions taken may have a substantial effect on the operational unit being managed or on the public perception of the wider organisation.

Judgement and decision making

- Exercises individual judgment and initiative in the application of engineering/scientific principles, techniques and methods.
- Decisions related to tasks performed are specialised with methods, procedures and processes developed from theory or precedent. Application of experience and methods is required for problem solving and new situations.
- Responsible for the development and implementation of policy and procedures for all of the Operations Support and Projects area and provide specialist input to the strategic planning processes in consultation with the Executive Water and Sewerage Services and the Branch Manager – Water Quality & Environmental Services.
- The position may require the application of previous experience to improve and/or develop methods and techniques.

Specialist skills and knowledge

The position requires strong communication skills to work in a geographically diverse workplace, strong management skills, a sound knowledge of drinking and reclaimed water application and regulatory requirements.

Specialist skills and knowledge required include:

- Demonstrated ability to lead, develop and support high-performing teams in a geographically dispersed operational environment.
- Practical knowledge and understanding of both water and wastewater treatment plant operations.
- Ability to forward plan budget expenditure for Operations Support and Projects.
- A creative and systematic approach to problem solving and identifying alternate solutions.
- Awareness of the legislative requirements relevant to the core role functions.
- Ability to apply process and environmental engineering knowledge to provide sound solutions.
- Sound knowledge of the application of Management Systems in an operational environment.

Position description

Manager Operations Support & Projects



Management skills

Strong management skills are required to achieve multiple strategic and policy objectives and organisational goals, taking into account constraints and opportunities.

The position requires:

- Demonstrated ability to lead and manage oneself, coordinators and teams, including management of time, allocating resources managing workloads, and setting priorities.
- Ability to prepare a strategic plan and action plan for areas of responsibility, establish priorities and timetables, and lead the delivery of objectives within the agreed timelines.

Interpersonal skills

- Ability to manage, lead and mentor employees and ensure achievement of corporate objectives.
- Ability to work as part of a strong management team.
- Strong oral and written communication skills.
- Ability to apply specialist knowledge and expertise to resolve problems, effectively discuss, negotiate, persuade and gain cooperation from internal and external stakeholders to find suitable outcomes to align with operational requirements of the business.
- Ability to liaise and build effective working relationships with counterparts of other Water and Statutory Authorities.

Qualifications and experience

- A tertiary qualification in Engineering, Environmental Science, Environmental Management, Applied Science, Project Management or a related discipline is required, together with proven experience in leading a diverse team.
- Strong experience within the water supply and wastewater sector will be highly regarded, including experience in water and wastewater processing and treatment plant operations.
- A valid Australian drivers licence is required.

Our values and Code of Conduct

All employees are required to act in accordance with the Code of Conduct for Victorian Public Sector Employees and demonstrate the Victorian Public Sector values of responsiveness, integrity, impartiality, accountability, respect, leadership and human rights, together with Wannon Water's organisational values.



Inclusion and diversity

We embrace all forms of diversity and promote family friendly working hours and leave arrangements to ensure our workforce reflects the community that we serve.



Position description

Manager Operations Support & Projects



Policies and procedures

All employees are required to adhere to systems, policies and procedures in relation to our activities. Employees shall not use their position for personal gain or advantage, nor disclose any confidential information acquired through employment by the Corporation.

Occupational health and safety

We've developed OH&S policies and procedures designed to meet the requirements of the internationally recognised Australian Standard/New Zealand Standard 4801 (AS/NZS 45001). These standards ensure that all employees are provided with a safe and healthy working environment.

Equal employment opportunity

We follow the principles of equal employment opportunity and every employee is responsible for ensuring the workplace is free from discrimination.

Training and development

Well-planned training is crucial to our success. Managers and employees work collaboratively to identify training and development needs to equip our employees with the necessary knowledge and skills to perform their roles effectively. Each year, managers conduct performance reviews with employees to identify, plan, and initiate relevant training and development for the upcoming twelve months.

Signature

Employee Name

Employee Signature

Date