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Regional Offices  
66 Gray St, Hamilton  
15 Townsend St, Portland

## **POSITION DESCRIPTION**

**POSITION TITLE:** Manager Land Development

**SECTION:** Retail Services

**EMPLOYMENT TYPE:** Full Time Permanent

**CLASSIFICATION:** Band 8

**LOCATION:** Warrnambool

**Date Approved:** May 2018

**Approving Officer:** Branch Manager Retail Services

### **POSITION OBJECTIVES**

The primary role of the position is to lead the provision of innovative land development services for Wannon Water.

### **KEY RESPONSIBILITIES & DUTIES**

#### **Management**

- Lead, motivate, support and develop team members by optimising and recognising their contribution to the business and providing a positive and inclusive working environment.
- Development and oversight of employee key performance indicators and training plans.
- Assist the Branch Manager Retail Services in the setting and aligning team objectives to Wannon Water's strategic objectives.
- Ensure employees have appropriate knowledge of relevant policies, procedures and legislation.
- Co-ordinate regular team meetings to ensure staff remain fully informed of matters relevant to the Retail Services Branch and the wider organisation.
- Demonstrate professionalism and commitment to Wannon Water's values that inspire and influence staff.
- Work closely with the coordinators of the Customer Relations teams to deliver great outcomes for the Retail Services Branch.

#### **Land Development**

- Ensure that the provision of services remains contemporary and efficient.
- Work collaboratively with other managers and employees both in the Retail Services Branch and across Wannon Water.
- Engage with the land development industry and other relevant stakeholders.
- Develop and oversee the implementation of innovative development works, policies and procedures.
- Oversee the ongoing review and updating of a comprehensive land development manual covering all aspects of land development.
- Manage the design review process, oversee construction, commissioning, performance testing and handover of new water, sewerage and roof water harvesting infrastructure required within and for new developments.

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- Work collaboratively with the Asset Planning Branch to ensure implementation of new innovations and the efficient and timely delivery of services for new developments.
- Manage the responses to municipal and other authority planning referrals in a timely manner.
- Provide executive support to the cross-department Wannon Water Land Development working group (development of agendas, minutes, meeting arrangements etc) to support the Branch Manager Retail Services.
- Provide executive support to the Wannon Water and Developer meetings (development of agendas, minutes, meeting arrangements etc) to support the Branch Manager Retail Services.

### Trade Waste and Backflow Prevention

- Lead and oversee effective processes and implementation for the ongoing management of minor trade waste.
- Lead and oversee effective processes and implementation for the ongoing management of backflow prevention.

### General

- Lead and participate in the development and implementation of continuous improvement plans for the team.
- Development, implementation and review of policies and procedures, including the Land Development Manual.

### Finance and Budgeting

- Assist with the preparation and monitoring of budgets for the Retail Services Branch.

### Performance Measurement

- Manage the development and implementation of key performance measures and control systems compatible with Wannon Water's system to enable progress reporting and exception reporting.

### Safety

- Ensure activities within area of responsibility are undertaken in accordance with safety legislation and the occupational health and safety system of Wannon Water.
- Comply with all Wannon Water Occupational Health & Safety policies & procedures at all times.

### Special Duties

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

## ORGANISATIONAL RELATIONSHIPS

Responsible to: Branch Manager Retail Services

Responsible for: Land Development departmental employees

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Internal Liaison:	All Wannon Water employees
External Liaison:	Developers, consultants, Essential Service Commission, customers, water businesses

### ACCOUNTABILITY AND EXTENT OF AUTHORITY

Manage resources and/or regulatory or specialist units and/or develop and interpret policy.

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 in this position may have a substantial effect on the operational unit being managed or on the public perception of the wider organisation.

The freedom to act is also governed by the goals and policies of the organisation and by statute and subordinate legislation. Decisions and actions taken at this level may have a substantial effect on the community or sections of it.

### JUDGEMENT AND DECISION MAKING

This position generally involves both problem solving and policy development. Methods, procedures and processes are less well defined and employees are expected to contribute to their development and adaptation. The work will typically require the identification and analysis of an unspecified range of options before a choice can be made. The position will identify and develop policy options in their own functional area for consideration and choice by their Manager or by Employer.

### SPECIALIST SKILLS & KNOWLEDGE

This position requires proficiency in the application of theoretical or scientific approaches in the search for solutions to new problems and opportunities which may be outside the original field of specialisation by the employee.

An understanding is required of the long term goals of the wider organisation and of its values and aspirations and of the legal and socio-economic and political context in which it operates.

A sound knowledge of budgeting and relevant accounting and financial procedures is essential except for specialist positions where such knowledge may not be required.

### MANAGEMENT SKILLS

This position typically involves the supervision of large numbers of employees or the supervision of tertiary qualified employees or employees with extensive experience.

Management skills are required to achieve objectives and goals, taking account of organisational and external constraints and opportunities.

### INTERPERSONAL SKILLS

The position requires the ability to persuade, convince or negotiate with clients, members of the public, other employees, tribunals and persons in other organisations in the pursuit and achievement of specific and set objectives. Employees at this level must be able to lead, motivate and develop other employees.

### QUALIFICATIONS & EXPERIENCE

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The skills and knowledge needed for entry to this position are beyond those normally acquired through a degree course and experience in the field of the employee's specialist expertise alone.

Typically, the necessary skills and knowledge would be gained through further formal qualifications in the field of expertise or in management, or through at least four years of experience in another specialised field.

Alternatively, they might be acquired through lesser formal qualifications together with extensive and diverse experience, or intensive specialist experience.

### INTEGRATED MANAGEMENT SYSTEMS

Wannon Water will plan, establish, implement, maintain, comply with and continually improve an Integrated Management System containing the elements of:

- AS/NZS ISO 9001:Quality management systems - Requirements
- AS/NZS ISO 14001: Environmental management systems - Specification with guidance for use and AS/NZS ISO 14004: Environmental management systems - General guidelines on principles, systems and supporting techniques
- AS/NZS 4801: Occupational health and safety management systems - Specification with guidance for use; and
- HACCP based Drinking Water Quality Management System

The incumbent is responsible for ensuring that the following general management requirements are carried out for the Corporate Communications department:

- Objectives – establish, implement and maintain documented objectives and targets that shall relate but not be limited to, product/service delivery, environmental impact and occupational health and safety.
- Planning – carry out planning in order to meet the requirements of activities, products and services.
- Resources – determine and provide required resources which will include but are not limited to human resources and specialised skills, organisational infrastructure, technology and financial resources
- Hazard and Risk – undertake hazard identification, hazard/risk assessment and control of hazards/risks that relate to activities, products or services
- Incidents and Emergencies – establish and maintain procedures to identify potential for and respond to accidents and emergency situations
- Communication – establish appropriate communication processes
- Purchasing – establish activities to ensure that purchased products or services conform to specifications
- Corporate Knowledge Management – ensure compliance with Corporate Records Management and control policy, procedure and practice
- Incident and Hazard Management – responsibility and authority for handling and investigating non-conformances, taking action to mitigate any impacts caused and for initiating and completing corrective and preventative action shall be defined
- Training and Competence – to determine the necessary competence required for employees, including contractors and action any training required to satisfy these competency needs
- Analysis of Data – collect and analyse appropriate data to demonstrate conformity of activities, products or services

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### OTHER INFORMATION

#### **Code of Conduct for Victorian Public Sector Employees**

The Corporation will require all successful applicants to adhere to the values and principles outlined within the Code of Conduct for Victorian Public Sector Employees.

#### **Wannon Water's Vision 2023**

We are passionate about people:

- The people we employ
- The people who depend on our products and services
- The people who make up the communities of South West Victoria

We are committed to a destination where:

- Our people love working at Wannon Water
- Our Customers consider us great value
- Our community partnerships help this region flourish
- We are proud of our business excellence

#### **Integrated Management System**

Every employee has the right and obligation to continually improve the Integrated Management System and ensure its successful operation.

#### **Occupational Health & Safety**

Wannon Water has developed OH&S policies & Procedures that are designed to meet the requirements of the internationally recognised Australian Standard / New Zealand Standard 4801 (AS/NZS 4801). These standards ensure that all employees are provided with a safe and healthy working environment and compliance is mandatory.

#### **Inclusion and Diversity**

Wannon Water embraces all forms of diversity and promotes family friendly working hours and leave arrangements to ensure our workforce is representative of the community that we serve.

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Employee	Manager
Name _____	Name _____
Signature _____	Signature _____
Date _____	Date _____