

OPERATIONAL PROJECT MANAGER – POSITION DESCRIPTION

OUR VALUES & BEHAVIOURS

ABORIGINAL ACKNOWLEDGMENT

Proudly United

Value Statements:

We are proudly united as a team, as members of EGW and as members of our community.

We work towards a common goal in a safe, respectful and inclusive workplace.

We celebrate success together.

Enabling Behaviours:

Share information and openly communicate

Understand your role in achieving the common goal and own it

Actively listen and participate

Support and encourage others

Truly Authentic

Value Statements:

We act openly and honestly in everything we do and earn the trust of others by delivering what we promise.

We understand our strengths and our limitations.

We earn respect.

Enabling Behaviours:

Have the courage to do what's right even if it means taking the hard road.

Mean what you say and say what you mean

If you don't know ask!

Passionately Innovative

Value Statements:

In an ever changing world our key to success is innovation and making the most of our resources.

We achieve this by challenging the status quo, collaborating and embracing change.

We value each other's ideas and learn from honest mistakes.

Enabling Behaviours:

Don't be afraid to ask questions and challenge respectfully

Put it on the table

Be curious and have an open mind

Explore opportunities and be willing to accept risk

Embrace change

Openly Accountable

Value Statements:

We take personal responsibility and accountability for our actions and their outcomes.

We have a clear understanding of what is expected of us and act accordingly.

We seek to understand the changing needs of our internal and external customers and respond appropriately.

Enabling Behaviours:

Follow through

Be proactive

Hold self and others accountable, respectfully

Own your actions

Admit mistakes: learn from them & move forward



OPERATIONAL PROJECT MANAGER

We acknowledge and respect the Gunaikurnai, Bidwell and Ngarigo Monero people as the Traditional Custodians of East Gippsland’s land and waters. We pay our respects to their Elders both past, present and emerging leaders.

We recognise and respect their unique cultural heritage beliefs and intrinsic connection to Country, that continues to be important to them today.

We have a strong commitment to building and developing our relationships and partnerships with Aboriginal and Torres Strait islander peoples, communities and organisations in the East Gippsland region and beyond.

POSITION DETAILS

Position Title:	Operational Project Manager	Effective Date:	August 2024
Department:	Service Delivery	Job Location:	Bairnsdale Office, various locations and treatment plants across the region
Reports To:	Senior Operational Project Manager	Supervises:	Placement students as required
External Contacts:	Customers, Contractors, Industry Partners, Consultants, other water corporations, and government agencies.		
FTE Classification:	1.0	Position Number:	TBC
Prepared By:	People, Safety, and Culture; Manager Treatment Operations and Projects	Approved By:	Executive Manager Service Delivery

ORGANISATIONAL CHART



ABOUT THE ROLE

The Operational Project Manager is responsible for the delivery of allocated operational projects within the Service Delivery division, following the Project Management Framework. These projects can range from simple and minor to some medium projects identified within the capital program, as well as those funded by operational expenditure (opex). Examples of these projects include, but are not limited to:

- Major flowmeter replacements
- Chemical dosing installations
- Asset refurbishments

The Operational Project Manager will engage with Service Delivery teams and the Capital Planning team to ensure projects are prioritised and delivered in line with stakeholder expectations. They will also provide guidance and support for the effective and efficient delivery of projects within the broader Service Delivery division. The Operations Project team will also provide guidance and support for the effective and efficient project management of various smaller projects, typically involving asset renewals.

This role significantly contributes to a focus on maximising safety, performance and productivity in a team environment that fosters individual development and ensures maximum work satisfaction.

WHAT YOU WILL BE DOING

Project Delivery	<ul style="list-style-type: none"> • Ensure efficient and effective delivery of operational projects within the Project Management Framework. • Ensure delivery of operational projects through scoping, procurement, in-house resource allocation, delivery and commissioning, and operational handover. • Work collaboratively with delivery partners, consultants, and internal teams to ensure project success. • Provide on-ground supervision for projects and budgets. • Collect and analyse data associated with projects undertaken, and report on project outcomes.
Service Delivery Project Support	<ul style="list-style-type: none"> • Act as a 'centre of excellence' for any operational projects delivered in service delivery but outside the team, e.g. training. • Represent Service Delivery in simple and minor to some medium capital works projects. • Support procurement approaches that maximise long-term value, including standardisation and planned rather than ad-hoc procurement. • Align with asset management framework and support improved service delivery alignment through the identification of improvement initiatives and acting as a champion for such initiatives, including training. • Coordinate issue resolution on an ad-hoc basis, including contingency plans.
Risk Management	<ul style="list-style-type: none"> • Provide support to service delivery in raising and escalating operational risks. • Advise higher management on matters requiring attention while implementing their decisions. • Support risk action plan development.
Asset Availability	<ul style="list-style-type: none"> • Contribute to the development, implementation, and on-going operation, maintenance, and improvement of EGW's Asset Management System to ensure it is fit for purpose to meet the needs of operations. • Ensure EGW's Asset Management System is maintained up-to-date, by ensuring relevant staff record the information associated with projects, asset condition and asset performance.

Leadership	<ul style="list-style-type: none"> • Provide and pass on relevant knowledge and training to team members and other employees as required. • Liaise effectively between the Service Delivery team and other sections of EGW. • Assist with Emergency Management functions as required. • Engage with people in intelligent and professional manner, conduct productive meetings, manage conflict constructively, and foster effective team building.
Culture, Values & Behaviours	<ul style="list-style-type: none"> • Remain open, approachable and available for all staff within the team, promoting a positive, optimistic and enthusiastic work culture. • Build a supportive and cooperative environment, one that recognises the value of collaboration. • Motivate and enable others to deliver high quality work that contributes to EGW. • Build a supportive workplace culture that enables diversity, fair and inclusive practices. • Represent and role model EGW Values & Behaviours, including Proudly United, Truly Authentic, Passionately Innovative and Openly Accountable.
Health, Safety & Environment	<ul style="list-style-type: none"> • Promote, educate and role model EGW Health, Safety & Environment policies, procedures and safe systems of work. • Contribute to developing a safe working culture through leading by example and acting responsibly for the safety of self and others. • Ensure activities are conducted in accordance with our risk management, environment and workplace health and safety management frameworks.
Records Management	<ul style="list-style-type: none"> • Employees are responsible for capturing full and accurate records that adequately document business activities and support any decisions made at East Gippsland Water in the Corporations Record Management system. • Conduct all customer and employee queries in a sensitive and confidential manner, ensuring the privacy of East Gippsland Water employees and customers.
Teamwork	<ul style="list-style-type: none"> • Collaborate effectively by contributing insights to the planning and design phases of capital works projects. • Actively participate in EGW's Capital works and Operations & Maintenance budget planning process, fostering a cooperative approach. • Offer assistance and guidance to project managers in the management of approved contractors, ensuring seamless teamwork throughout project execution.

SKILLS, QUALIFICATION & EXPERIENCE

SPECIALIST SKILLS

Required:	Desirable:
<ul style="list-style-type: none"> • Sound knowledge of engineering principles for water and wastewater supply systems including design, operation and maintenance. • Knowledge of the OH&S standards associated within the wastewater industry and relevant risk management systems such as DWQMS, HACCP and EMS etc. • Recognised knowledge of the various Acts, Regulations, Standards, By-Laws, and Quality Assurance Processes associated with the water and wastewater industry. 	<ul style="list-style-type: none"> • Process engineering background for water and recycled water treatment infrastructure. • Demonstrated skills in the project management cycle.

LEADERSHIP SKILLS

Required:	Desirable:
<ul style="list-style-type: none"> • Manage time, prioritise and meet the needs of internal and external customers. • Effectively lead the delivery of individual projects and work collaboratively with key stakeholders • Draft correspondence on technical and related matters as necessary. • Monitor, evaluate and deliver within budgets, systems and regulations with consideration to resources. 	<ul style="list-style-type: none"> • Assess and solve problems within the assigned scope of activity, with assistance and guidance always being available from others.

INTERPERSONAL SKILLS

Required:	Desirable:
<ul style="list-style-type: none"> • A high level of oral, written communication and comprehension skills. • An ability to work cooperatively with stakeholders, clients, members of the public and suppliers, conduct productive meetings and manage conflict • Motivate, develop and appropriately train staff and provide leadership in activities related to operational project delivery. 	<ul style="list-style-type: none"> • Maintain good relationships with fellow staff and be able to resolve problems.

QUALIFICATIONS

Required:	Desirable:
<ul style="list-style-type: none"> • Certificate III in Water Industry Operations and/or recycled water treatment or equivalent industry experience. • Legally able to drive a motor vehicle and possess a valid driver's license. • Compulsory training throughout course of employment. 	<ul style="list-style-type: none"> • Degree in Engineering or Science with specialisation in water, wastewater and environmental engineering and/or process engineering. • Contract and project management certification/s.

EXPERIENCE

Required:	Desirable:
<ul style="list-style-type: none"> • Three years relevant experience in the water industry, particularly in operations and maintenance of water and recycled water treatment. 	

KEY SELECTION CRITERIA

1. Experience in delivering projects and managing them, with specialisation in water and recycled water treatment.
2. Experience in operations combined with sound knowledge of engineering principles of water supply systems, water treatment processes, and the design, operation, and maintenance of water and wastewater systems.
3. Ability to think analytically, implement solutions with attention to detail, and adopt a methodical approach to problem solving.
4. Proven ability and experience in preparing and managing budgets and timelines.
5. Strong interpersonal skills, coupled with the ability to effectively engage with a high level of communication with staff and key stakeholders.
6. Proven ability to consistently deliver successful outcomes, even at times of peak activity.
7. A positive attitude towards personal development including being accountable, innovative, passionate, and united to achieve corporate objectives.

ADDITIONAL REQUIREMENTS

Employees must be capable of fulfilling the requirements of the position with regard to the inherent activities/hazards and be able to meet any control measures provided in the interests of health and safety. However, reasonable adjustments will be made for persons with disabilities, impairments or cultural considerations unless to do so would impose an unjustifiable hardship, or result in the role not being able to be undertaken in a safe manner.

EGW is committed to embedding and supporting a culture of inclusion through living our organisational Values and Behaviours, and through the principles identified in the Code of Conduct. EGW also respects an Enterprise Agreement made between the Corporation and its Employees.

All employees are required to uphold East Gippsland Water Code of Conduct and Values and Behaviours at all times. All East Gippsland Water employees are Victorian Public Sector employees and are also required to comply with the VPSC Code of Conduct.

For more information about our career opportunities and our current vacancies, please visit [Careers at East Gippsland Water | East Gippsland Water \(egwater.vic.gov.au\)](https://www.egwater.vic.gov.au/careers).