

SENIOR OPERATIONAL PROJECT MANAGER – POSITION DESCRIPTION

OUR VALUES & BEHAVIOURS

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

ABORIGINAL ACKNOWLEDGMENT

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.

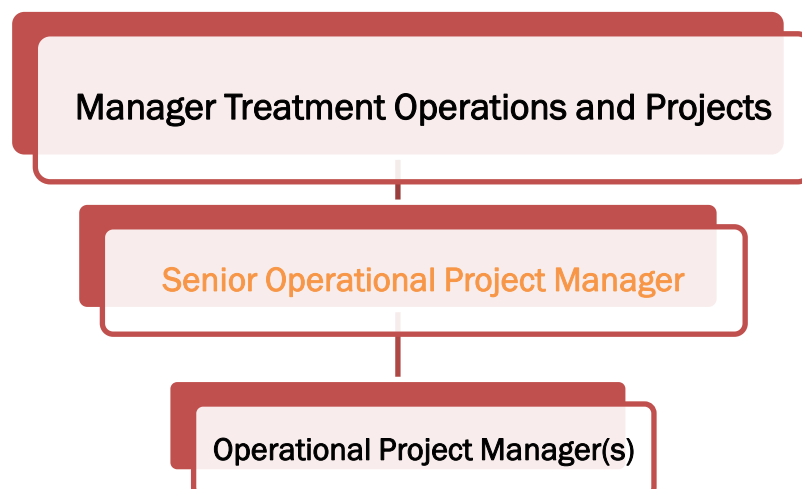
We recognise and respect their unique cultural heritage beliefs and intrinsic connection to Country, that continues to be important to them today.

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:	Senior Operational Project Manager	Effective Date:	December 2025
Department:	Service Delivery	Job Location:	Bairnsdale Office, various locations and treatment plants across the region
Reports To:	Manager Treatment Operations and Projects	Supervises:	Operational Project Manager(s);
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:	General Manager Service Delivery

ORGANISATIONAL CHART



ABOUT THE ROLE

The Senior Operational Project Manager is responsible for managing a portfolio of operational projects within Service Delivery and ensuring their appropriate delivery within the Project Management Framework. These projects include Simple, Minor and some Medium projects identified within the capital program, as well as opex funded projects. Examples of these projects include:

- Major flowmeter replacements
- Chemical dosing installations
- Asset refurbishments

The Senior Operational Project Manager will engage with Service Delivery teams and the Capital Planning team to ensure that projects are prioritised and delivered in alignment with stakeholder expectations. The Operational 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 focuses 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"> • Manage the portfolio of operational projects, in terms of prioritisation, budget management, timeline planning, and regular portfolio reporting. • Ensure efficient and effective delivery of operational projects by the team, within the Project Management Framework. • Ensure the successful delivery of operational projects through comprehensive scoping, procurement, inhouse resource allocation, delivery, commissioning, and operational hand over. • Work in collaboration with delivery partners, consultants, and internal teams such as the Project Management Office for project success. • Provide on-ground supervision for projects and associated budgets.
Service Delivery Project Support	<ul style="list-style-type: none"> • Act as a 'centre of excellence', lead, and provide training for operational projects delivered in service delivery, even those outside the Operational Project team. • Act as the representative for Service Delivery in medium and major capital works projects as required. • Advocate for procurement strategies that maximise long-term value, including standardisation and planned procurement rather than ad-hoc approaches. • Align with asset management framework and enhance service delivery by identifying improvement initiatives, championing these initiatives, and providing relevant training. • Manage ad-hoc issue resolution, including developing and implementing contingency plans.
Risk Management	<ul style="list-style-type: none"> • Provide support to service delivery in raising and escalating operational risks • Monitor and update relevant operational risks within the organisations risk management system. • Advise senior management on matters requiring attention while implementing their decisions. • Facilitate risk action plan development.
Asset Availability	<ul style="list-style-type: none"> • 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"> • Develop succession plans for direct reports and take responsibility for development and growth. • 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. • Take the lead to analyse complex issues, identify root causes, implement effective solutions, and make informed decision.
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 relevant OH&S standards and risk management systems. • Demonstrated skills in the project management cycle. 	<ul style="list-style-type: none"> • Process engineering background for water and recycled water treatment infrastructure.

LEADERSHIP SKILLS

Required:	Desirable:
<ul style="list-style-type: none"> • Manage time, prioritise and meet the needs of internal and external customers. • Provide leadership, direction, and on the job training to team members and others as required within area of expertise. • Achieve objectives in the most efficient way with resources available and be able to plan and program work as required. • Ability to react to situations in a decisive and effective manner applying recognised procedures and guidelines. • Ability to influence, engage and negotiate to achieve desired outcomes in partnerships with key stakeholders. • Ability to develop, prepare and implement projects, systems and programs within area of expertise and position scope to minimise the exposure to risk of EGW, its people, assets and community. • Monitor, evaluate and deliver within budgets, systems and regulations with consideration to resources. 	<ul style="list-style-type: none"> •

INTERPERSONAL SKILLS

Required:	Desirable:
<ul style="list-style-type: none"> • Highly developed interpersonal skills in leading and motivating staff in line with EGW values and behaviours. • A high level of oral, written communication and comprehension skills with ability to prepare high quality correspondence and reports on technical and related matters. • An ability to liaise with and gain the cooperation and assistance of clients, members of the public and suppliers. • Motivate, develop and appropriately train staff • Ability to engage with people in intelligent and professional ways, conducting productive meetings, and managing conflict 	

QUALIFICATIONS

Required:	Desirable:
<ul style="list-style-type: none"> • Cert IV 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. 	<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.

<ul style="list-style-type: none"> Compulsory training throughout course of employment. 	
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EXPERIENCE

Required:	Desirable:
<ul style="list-style-type: none"> Five (5) years of relevant experience leading staff in the water industry, particularly in operations and maintenance of water and recycled water treatment 	<ul style="list-style-type: none">

KEY SELECTION CRITERIA

- Experience in operations combined with sound knowledge of engineering principles related to water supply systems, water treatment processes, and the design, operation, and maintenance of water and wastewater systems.
- Ability to think strategically and implement solutions with attention to detail and a methodical approach to problem solving.
- Strong strategic, people, and leadership skills, and thriving in a collaborative culture.
- Proven ability and experience in preparing and managing budgets and timelines.
- Strong interpersonal skills with the ability to effectively engage and communicate with staff and key stakeholders, along with excellent negotiation and influencing skills.
- Proven ability to consistently deliver successful outcomes during peak activity periods.
- A positive attitude towards personal development including being accountable, innovative, passionate, and united in achieving 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 \(egwater.vic.gov.au\)](#).