

# GENERAL MANAGER OPERATIONS

## POSITION DESCRIPTION

<b>Position Title</b>	General Manager Operations
<b>Organisation</b>	Busselton Water
<b>Reports To</b>	Managing Director
<b>Date</b>	September 2021

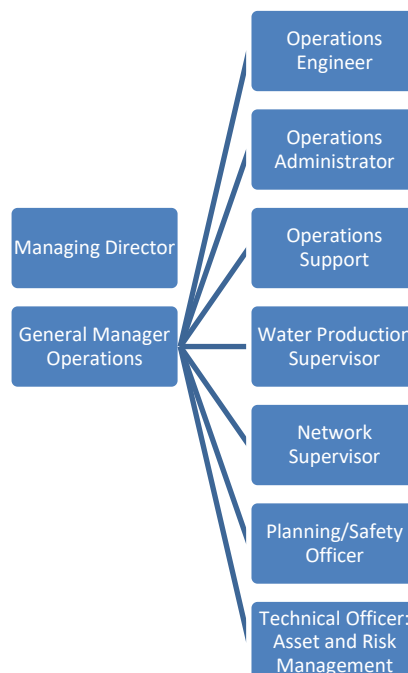
## PRINCIPLE ROLE AND ACCOUNTABILITY

As a member of the Corporate Executive is jointly responsible for the leadership and management of the Corporation.

The purpose of this role is to:

- Provide strategic leadership within the operations division and across the organisation.
- Effectively manage and deliver established targets and outcomes for all operations activities including delivery of water services, water quality management, asset management, project management and infrastructure planning.
- Contribute to growth of our existing business and diversification into wastewater, drainage, and irrigation services.

## REPORTING STRUCTURE



## KEY WORKING RELATIONSHIPS

<b>Internal</b>
Managing Director, General Manager Corporate & Finance
Board
Direct Reports: <ul style="list-style-type: none"> <li>• Operations Engineer</li> <li>• Operations Administrator</li> <li>• Operations Support</li> <li>• Water Production Supervisor</li> <li>• Network Supervisor</li> <li>• Planning/Safety Officer</li> <li>• Technical Officer: Asset and Risk Management</li> </ul>
Employees
Auditor and internal audit contractors
Committees
<b>External</b>
Customers and general public, Office of the Minister for Water
Contractors/Consultants
State Government departments and agencies, in particular , Economic Regulation Authority, Water Ombudsman, Department of Water, Department of Health, Department of Fire Emergency Services, WA Police, Department of Environment
Local Government
State and Local Government representatives for the region.
Regional groups: Joint Utilities (Water Corporation, Aqwest, Busselton Water), Advisory Committee on the Purity of Water (ACPOW), Southern Critical Infrastructure Group, Joint Interagency Working Party, South West Water Industry Group, South West Infrastructure Group, South West Urban non-potable water needs project
Legal Advisors, Workplace Solutions.
National Water Commission, Australian Bureau of Statistics, Bureau of Meteorology
Community Advisory Group (CAG)
Community bodies

## **ORGANISATION OVERVIEW**

Busselton Water shares a 115-year history and culture with our community.

We are owned by the Western Australian Government and we are accountable to our sole shareholder, the Minister for Water.

Busselton Water is a water corporation, established by the *Water Corporations Act 1995* on November 18, 2013. The legislation provided increased scope for commercialization and, as such, Busselton Water is well positioned for growth and diversification.

Our operating licence is issued by the Economic Regulation Authority and defines our current licensed area. We currently provide potable water services to the city of Busselton and bulk water supplies to the neighbouring town of Dunsborough.

Our business is funded from customer water sales, related services from our customers (Including land developers), interest on our investments, borrowings, and operating subsidies.

Our water is sourced from the Yarragadee and Leederville aquifers, which provide high quality groundwater. Our abstraction is regulated through licenses by the Department of Water and Environmental Regulation.

The raw groundwater has turbidity and iron concentrations above the aesthetic drinking water guideline limits, so these are removed by oxidation and filtration processes at Busselton Water's treatment plants. Water is also disinfected using chlorine before being distributed through the network to customers.

## **VISION**

Excellence and leadership in the provision of all water services

## **PURPOSE**

To deliver all water services safely, sustainably, commercially and in collaboration with our customers and key stakeholders

## **VALUES**

- Integrity – we communicate openly and honestly
- Respect – we are professional and courteous in our approach
- Courage – we do what needs to be done, regardless of obstacles
- Excellence – we are resourceful and committed to quality outcomes
- Health and wellbeing – we embrace diversity and value health, safety, and wellbeing

## STRATEGIC PRIORITIES

- **Leadership** – Developing and using effective systems and processes of leadership based on business excellence, developing a culture that is consistent with our values and contributing to the liveability and sustainability of our local community and environment
- **Strategy and planning** – Using systems and processes to establish and communicate our purpose, vision, values, and strategies and to turn strategic decisions and imperatives into actionable plans
- **Information and knowledge** – The effective application of the information and knowledge required to achieve our business goals
- **People** – Attracting, developing, and retaining a highly skilled and motivated workforce and to creating a great place to work where our people are safe and make a meaningful contribution to organisational improvement, goals, and success
- **Customers and other stakeholders** – Analysing our customer and other stakeholder requirements and using this knowledge to manage these relationships to deliver increasing value
- **Process management, improvement, and innovation** – Encouraging innovation and improvement to all of the processes we use to supply value to stakeholders
- **Results and sustainable performance** – Measuring and communicating organisational results and achieving sustainable performance
- **Growth** – Growing our business by expanding and diversifying our existing water services

## SPECIFIC OPERATIONAL OBJECTIVES

- **Water Quality** – Achieving 100% compliance with health related and non-health related water quality criteria in the Australian Drinking Water Guidelines
- **Asset Management** – Best practice asset management
- **Environment** – Caring for the environment and responsibly managing any impact our operations have
- **Plant optimisation** – Utilising the Plant Control System to optimize the configuration of the three treatment plants, four bore fields and four distribution sites supplying the network, providing maximum operational efficiencies
- **Automated works planning** – refining and improving the works management systems to provide efficient, automated works scheduling and management
- **Safety** – Maintaining industry best practices for safety management systems and processes and driving an effective safety orientated culture

## **RESPONSIBILITIES**

This is a broad strategic role with the requirement to deliver pragmatic and sustainable organisational solutions in a growing organisation. There are three key areas of responsibility that define the breadth of this role.

### **STRATEGIC LEADERSHIP**

- As a member of the Corporate Executive contribute to the strategic direction and business of the organisation
- Advise on strategic issues affecting the organisation
- Champion business excellence and quality within the division
- Strategic leadership across all operational functions including water services, water quality management, asset management, project management and infrastructure planning
- Provide strategic leadership to the operations division

### **OPERATIONS DIVISION MANAGEMENT**

- Ensure the alignment of the division's strategies objectives and activities with the organisational strategic plans
- Responsible for the engagement, motivation, and development of staff within the division
- Effectively manage the operations functions including water services, water quality management, asset management, project management and planning and supply
- Deliver established targets and outcomes across all activities of the division

### **GROWTH**

- Identify business development opportunities and contribute to Busselton Water's growth objective which is to expand our existing services and diversify into wastewater, drainage, and irrigation services
- Strategic guidance to the Managing Director and Board on possible growth and diversification opportunities
- Evaluate selected business development opportunities including assessment of business implications from an operational perspective
- Build organisational capacity and the capability of staff to meet new requirements
- Deliver selected growth opportunities from an operations perspective including full integration and economies of scale

## **SELECTION CRITERIA**

### **Essential skills, experience, and qualifications**

1. Leadership and strategic management and planning skills and the ability to deliver results in an environment of change.
2. Operational management skills including experience in managing engineering operations within the water industry.
3. Demonstrated skills in building and managing stakeholder and customer relations including the ability to influence and negotiate.
4. Track record in building organisational capacity and identifying and successfully implementing new initiatives and/or business opportunities.
5. Sound knowledge of Occupational Health, Safety and Environment principles and demonstrated track record in safety and environmental performance.
6. Sound knowledge of and demonstrated track record in asset management.
7. Budgeting and cost control experience in a civil/public works and services environment.
8. Demonstrated personal integrity and professionalism.
9. Extensive experience and knowledge in the water industry.
10. At least 5 years' experience in a senior management role.
11. Tertiary Engineering qualification and current (or eligible for) membership of Engineers Australia as a Professional Engineer.

### **Desirable**

12. Relevant post-graduate qualification
13. Knowledge and experience in quality management and business excellence framework.
14. Senior management experience in an organisation responsible for significant physical assets or infrastructure

### **Conditions of appointment**

Appointment is subject to:

1. A satisfactory National Police Clearance (less than 6 months old)
2. Confirmation of Australian Citizenship or Permanent Resident Status
3. Confirmation of qualifications and professional memberships
4. Preplacement medical including drug and alcohol screen
5. Musculoskeletal screen