



## POSITION DESCRIPTION

POSITION DETAILS			
Title	Team Leader, Operational Technology		
Reporting to	Manager, Asset Knowledge & Technology		
Function	Growth & Infrastructure		
Section	Asset Knowledge & Technology		
Team	Operational Technology		
Classification	Senior Officer		
People Leader	Yes	Org Level	3
Written by	Manager, Asset Knowledge & Technology	Date	March 2022
Approved by	General Manager, Growth & Infrastructure	Date	March 2022

### POSITION PURPOSE

Provide one to three statements that describe the main purpose of the role, describing the job and convey why this job exists and what its contribution is to the organisation.

Our services are relied upon by customers 24/7 and we want our ways of working to be fit-for-purpose, resilient and adaptable to meet evolving customer, community, regulatory, environment and business objectives. This position exists to:

- Lead the specialist operational technology team that is responsible for the day-to-day program development, delivery oversight (both in field and remotely), operations and continuous improvement of our operational applications and its associated infrastructure across all our products.
- The role delivers on our non-negotiable exceptional service delivery outcomes for operational technology, while also playing a leadership role in capability and capacity development across multiple functions.
- As part of the Asset Knowledge & Technology leadership team, the Operational Technology Team Leader will drive a culture that places customers first, focuses on high performance and developing our capability and capacity.

### ORGANISATION CONTEXT – ABOUT GREATER WESTERN WATER

Greater Western Water (GWW) enhances the customer experience and security by providing more affordable services for the communities it serves. It's how we play our part in keeping Melbourne's inner and western regions vibrant, unique and a great place to live.

The challenge into the future, is to continue to develop the organisation in addressing the unprecedented growth being experienced in Melbourne's western corridor, in a way that:

- Delivers value for customers and communities
- Leverages partnerships and technology to create future opportunities

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- Enables a performance focused, safe and inclusive workplace culture where employees can innovate and thrive
- Contributes to a highly liveable, viable region, and
- Cares for the environment.

Greater Western Water respectfully acknowledges the peoples of the Kulin Nation as the Traditional Owners of the lands and waters on which our service area lies.

### MAJOR ACCOUNTABILITY AREAS

Major Accountability Area	Key Performance Indicator
<p><b>People Leadership</b></p> <ul style="list-style-type: none"> <li>• Promote and maintain a proactive safety culture that supports a healthy and safe work environment.</li> <li>• Lead, coach and develop a diverse, capable and skilled team taking the team performance outcome and the individual into account.</li> <li>• Provide leadership and direction to drive a customer focused approach to delivery of services.</li> <li>• Promote and drive a team culture aligned to our Greater Western Water cultural pillars.</li> <li>• Contribute to the pipeline of leadership, business planning and development of the Team, Section and across the Operating Functions.</li> </ul>	<p><b>Measure</b></p> <ul style="list-style-type: none"> <li>• Role model safety leadership.</li> <li>• All team members have a performance and development plan that is monitored and reviewed.</li> <li>• Culture and engagement survey results.</li> <li>• Collaborative delivery of objectives.</li> <li>• 360 feedback results.</li> <li>• Team is effective and capable of delivering required business outcomes.</li> <li>• Uplift in capability is fostered through a culture of learning and change.</li> </ul>
<p><b>Operational Technology Management</b></p> <ul style="list-style-type: none"> <li>• Lead the management of mission and business critical operational applications (including Geo SCADA, Citect, OSI Pi, Wonderware).</li> <li>• Responsible for initiatives, programs and projects from the Operational Technology roadmap, that seeks to evolve our capability and capacity across multiple Greater Western Water functions while continuing to drive excellence in service delivery outcomes for our customers.</li> <li>• Ensure robust, resilient and fit for purpose day-to-day operations for operations systems infrastructure and applications.</li> </ul>	<p><b>Measure</b></p> <ul style="list-style-type: none"> <li>• Team plan and metrics are in place and monitored.</li> <li>• Service level agreements are established, met, monitored.</li> <li>• Delivery partner and internal feedback relating to service.</li> <li>• Risks and their controls (e.g. cybersecurity, security, safety) are identified, controlled, reviewed, practiced in collaboration and plans in place.</li> </ul>

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<ul style="list-style-type: none"> <li>• Articulate, monitor, program and refine operational technology hardware and software assets so that they are controlled, consistent, automated and improved per the asset management maturity framework.</li> <li>• Ensure appropriate systems, training, documentation and ways of working are in place as our operations evolve (e.g. incident response, system availability, network and communications, real-time data, business continuity, resilience and response plans are developed and practiced).</li> </ul>	<ul style="list-style-type: none"> <li>• Capital and operating expenditure budgets and monitoring and benefits realised</li> <li>• Service documentation is fit-for-purpose and maintained within required standards.</li> </ul>
<p><b>Operational Technology Modernisation</b></p> <ul style="list-style-type: none"> <li>• Leading resilience planning and renewal for the suite of operational systems, its infrastructure and data assets in the portfolio.</li> <li>• Proactively identify interdependencies, define problems and opportunities to improve, innovate and automate activities.</li> <li>• Lead and deliver in collaboration on the modernisation of operational technology initiatives, including network intelligence (e.g. IoT, analytics) and automation.</li> <li>• Strategic advice on operational technology for system and process improvements.</li> <li>• Champion operational information.</li> </ul>	<p><b>Measure</b></p> <ul style="list-style-type: none"> <li>• Business case(s) approved and implemented for renewal and modernisation of our real time operational technology systems and their infrastructure.</li> <li>• Measurable contribution to efficient and safe operations metrics.</li> <li>• Measurable growth in capability.</li> <li>• Climate change resilience built into forward plan</li> </ul>
<p><b>Relationship and Contract Management</b></p> <ul style="list-style-type: none"> <li>• Review industry trends with regard to operational technologies including SCADA and its infrastructure and recommend adoption.</li> <li>• Oversight and leadership of relationship-based performance contracts with industry delivery partners for delivery of services.</li> <li>• Water industry information sharing that leads to collaboration.</li> </ul>	<p><b>Measure</b></p> <ul style="list-style-type: none"> <li>• Relationship-based performance outcomes and Service Level Agreements with internal and external parties.</li> <li>• Outcome-focused delivery model and partnerships</li> </ul>

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<p><b>Health, Safety and Wellbeing</b></p> <ul style="list-style-type: none"> <li>Take care of own and colleagues Health, Safety and Wellbeing (HSW) through proactively supporting and promoting – regardless of role – positive HSW leadership, as part of GWW’s culture.</li> </ul>	<p><b>Measure</b></p> <ul style="list-style-type: none"> <li>Contribute to a healthy and safe workplace.</li> <li>Support and promote programs to reduce health safety and wellbeing risk.</li> <li>Contribute to the enhancement (effectiveness / usability / accessibility) of HSW systems and processes.</li> </ul>
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### RELATIONSHIPS AND STAKEHOLDERS

Outline the position’s requirements for internal and external communication/negotiation/contact with other people or groups

Concentrate on those communication requirements that are critical to the achievement of the position’s primary objective(s).

List any committees, etc the position will be involved with (internally or externally).

<p><b>Internal</b></p>	<ul style="list-style-type: none"> <li>Operations, Maintenance, Control Systems, Operations Centre, Service Delivery Partners to ensure service and customer requirements and improvements are achievable and delivered.</li> <li>Project Delivery teams to enable successful project delivery outcomes.</li> <li>Service Planning for operational technology and climate adaptation considerations in asset strategy and investment frameworks.</li> <li>IT and Digital for architecture, cyber security, infrastructure and collaboration for technology optimisation on our operations objectives.</li> <li>Other enabling functions including people, culture, safety, legal, finance, procurement.</li> </ul>
<p><b>External</b></p>	<ul style="list-style-type: none"> <li>Delivery partners, service providers including integrators and consultants for successful outcomes for Greater Western Water.</li> <li>Water industry peers including retail and wholesale water businesses for industry collaboration</li> </ul>

### SKILLS, EXPERIENCE and TECHNICAL KNOWLEDGE

Enterprise Skills	Proficiency
Safety Leadership	Advanced
Stakeholder & Relationship Management	Advanced
Innovation & Continuous Improvement	Advanced

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Delivering Results	Advanced
Change Agility	Advanced
Financial Awareness	Intermediate
<b>Technical Knowledge</b>	<ul style="list-style-type: none"> <li>• People leadership</li> <li>• Asset operations</li> <li>• Asset data management</li> <li>• Health and safety</li> <li>• Solutions development and implementation</li> <li>• Commercial acumen and budget management</li> <li>• Procurement, contract management, sourcing</li> </ul>
<b>Experience</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• People leadership in a complex environment and leadership of specialist technical resources.</li> <li>• Significant experience with Operational Technology applications and its infrastructure (including SCADA).</li> <li>• Demonstrated experience in the successful implementation of business change activities and strategy development.</li> <li>• Extensive relevant experience in asset management, operations, maintenance.</li> <li>• Experience in leading a diverse and capable multi-disciplinary team across functions.</li> <li>• Experience with, and passion for, emerging and new technologies and their role in contemporary operations.</li> <li>• Demonstrated experience building and maintaining long term internal and external relationships at all levels including delivery partners and industry peers.</li> <li>• Demonstrated ability to work with limited direction and display a self-managed proactive approach to resolving complex issues and problems.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience with intelligent operations systems.</li> <li>• Experience with infrastructure asset life cycle management.</li> <li>• Project and program leadership.</li> <li>• Experience and knowledge of Information Technology.</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Tertiary qualification in electrical / process / system engineering, operational or information technology,</li> </ul>

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Include relevant trades /  
qualifications / licences /  
accreditations / registrations

systems, business and/or related discipline.