Position description

Position title	*Sewerage Services Lead*
Group / Branch	*Service Delivery / Sewerage Services*
Reports to (Title)	*Sewerage Maintenance Manager*
Competency level	*People Leader*

Job Purpose

The purpose of this role is to provide engineering/technical expertise and lead the team responsible for scheduled inspections, management of commercial trade waste, development of asset management programs and risk-based inspections and assessment programs across South East Water's extensive sewerage network. The *Sewerage Services Lead* is an important contributor to the management of sewer assets in the Asset life cycle in accordance with South East Water's Customer Charter, strategic initiatives, and asset management plans.

An important aspect to the role is to ensure our customers, maintain compliance to the trade waste standards to mitigate risks to the sewerage system.The Sewerage Services Lead is an important contributor to the management of sewer assets in the Asset life cycle in accordance with South East Water's Customer Charter, strategic initiatives, compliance and asset management plans.

This position is specialised, customer focused and operates within a 24/7 service environment, that will support and provide advice to minimise disruption of services to customers and as well as ensuring that public health and the environment are not put at risk.

The Sewerage Services Lead will oversee the delivery of risked based inspections and provide assessment for commercial trade waste customers. The role will manage the assessment of sewer network condition monitoring, Maintenance Structure inspection programs, sewer asset inspection and cleaning programs.

Sewerage Services Lead is to stay abreast of the latest research and development initiatives in new technology and equipment to ensure innovative methods and solutions are continually introduced in inspecting and reducing the risk on the sewerage network. In addition, the role will be responsible for the compliance to the quality management system ISO22000 and the management / development of systems to maintain customer and trade waste data.

Key Accountabilities

The Sewerage Services Lead requires an excellent understanding of the sewer network and commercial Trade Waste management. The role is responsible for ensuring asset management and inspection-based programs are carried out in line with South East Waters Asset Management strategies while continually implementing efficiencies in team.

A summary of the key accountabilities of the Sewerage Services Lead may include:

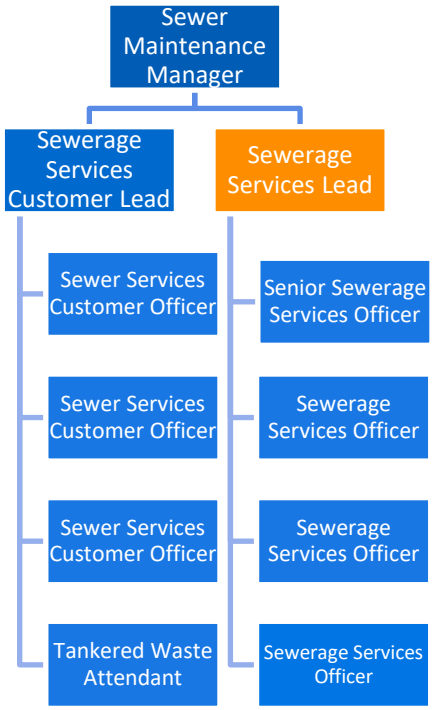
- Lead a team of technical support engineers / officers and customer service officers to provide customer service and monitor regulatory compliance of commercial trade waste in South East Water's region. Ensure appropriate systems are in place to maintain customer and trade waste data and to enable efficient and accurate workflow.
- Implement workforce planning processes, systems and reporting to deliver greater efficiencies and improved customer service that will enable corporate targets and service standards to be achieved for our customers on a 24/7/365 basis.
- Initiate, drive and influence the development, delivery and evaluation of a range of strategies, policies, projects and initiatives, such as the Trade Waste Information System (TWIS) redevelopment, to optimise and implement best practice for the team.
- Provide monthly reporting of Industry Partners and Service Delivery contractors' performance, monthly budgeting forecasting and budgetary information.
- Provide expert advice and support to internal and external stakeholders on all sewer asset management and commercial trade waste related matters.
- Create condition assessment strategies and risk-based inspection programs to ensure the service and structural integrity of South East Water's sewerage network is managed and prioritised to South East Water's Sewerage Network Asset Management Strategy.
- Lead investigations of sewer system failures, blockages and spills to quickly restore services and minimise impact on customers and the environment.
- Conduct site inspections to ensure compliance with South East Water's Quality and Occupational Health and safety requirements.
- Follow, develop, display and implement safety initiatives, behaviours and accountabilities throughout the team and beyond, ensuring any risk is eliminated and/or controlled beyond compliance.
- Manage the undertaking of technical appraisals of trade waste customers to identify and mitigate risks associated with trade waste discharges
- Improve customer experience through future focus on opportunities to improve interactions and engagement efficiency.

Knowledge, Skills & Experience

- Tertiary qualification in Civil Engineering, Environmental Engineering and/or related discipline and/or 10 years' experience in the water and sewerage industry.
- High level technical knowledge and demonstrated experience of one or more of the sewerage system asset lifecycle.
- Broad technical knowledge of trade waste monitoring and performance.
- Excellent written and verbal communication skills.
- Strong stakeholder and conflict management skills with an ability to build strong working relationships with internal and external stakeholders.
- A 'customer first' mindset.
- Knowledge of asset management principles related to sewerage networks.
- Strong analytical and problem-solving skills
- A strong understanding and experience of safety processes relating to the Sewerage Network.
- Good understanding of the relevant WSAA standards and codes.
- Highly developed strategic and analytical skills
- Demonstrated planning and problem-solving skills
- Independent and innovative thinking for future challenges and growth
- Demonstrated analytical capability, sound judgement, and innovative thinking to resolve operational issues and support continuous improvement.

Dimensions

Organisational Chart



Number of people managed:

The role has 4 direct reports (3 Sewerage Services Officers and 1 Sewerage Services Lead Officer) and is also responsible for the contractors engaged for the provision of sewer maintenance services.

Size of budget managed:

The Sewerage Services Team Leader is responsible for developing the strategy and supporting the delivery of an opex budget of approximately $2.3 million and a capex budget of approximately $3.8 million.

Value of Assets managed:

Nil.

Ensuring a sustainable, resilient organisation:

Authorities outlined in Instrument of Delegations none

Compliance management responsibilities outlined in the compliance and obligations register none

South East Water operates a 24/7 service environment. Whilst this role does not involve after-hours rostered duty, all employees may be required to provide out of hours support from time to time as required.