

Goulburn-Murray Water Position Description

Maintenance Planning Manager – Position Number IDS304

Role Purpose	GMW has a physical asset base value of \$5,000M comprising 5000km of modernised irrigation network and northern Victoria's major dams. This role is required to provide specialist support services in the areas of planning, scheduling and reporting on civil/elec/mech maintenance activities and minor capital works using Maximo. Key internal clients are the Field Services works teams, plus the operating teams within Water Delivery Services and Water Storage Services. The value of work scheduled per year is approximately \$20M
Reports to (title)	Tony Corbett - Manager Field Services – 0438 360 686
Classification / Band	Band D
Allowances	GMW Mobile Phone
Employment Status	GMW considers every role flexible where this can still deliver the required business outcomes, this could include but is not limited to part-time or job share.
Location	Tatura
Position Contact	Tony Corbett - Manager Field Services – 0438 360 868
Key skills, Qualifications & Experience required	<p><u>Mandatory</u></p> <ul style="list-style-type: none"> - Highly competent in using IBM's Maximo ® enterprise asset management software - Extensive experience in maintenance/minor works planning and scheduling in a complex asset environment - Proven ability to allocate and communicate works packages to works teams - Proven ability to manage client and stakeholder requirements - Proven ability to lead a small team in a complex utility business (or similar) - Proven experience in the preparation, analysis and presentation of data using the suite of MS Office software. <p><u>Desired</u></p> <ul style="list-style-type: none"> - Tertiary qualifications in asset management - Experience in the irrigation sector - Leadership and management training
Other Requirements	Police check Australian Drivers Licence Australian Working Rights
Approver/Approval Date	Sophie Riddell – Manager HR Business Partnering – September 2021

Key Result Areas	Key Responsibilities	KPIs
Customer Service	<ul style="list-style-type: none"> • Promote and encourage customer service principles (responsiveness, timeliness, quality) • Align service provision with agreed service standards and customer expectations. • Maximise performance through fostering a positive workplace culture that reflects the G-MW's Corporate Values. • Demonstrate behaviours that are consistent with Code of Conduct for Victorian Public Sector Employees 	<ul style="list-style-type: none"> • Feedback from peers, line management, contactors & other business units. • No breaches of the Code of Conduct for Victorian Public Sector Employees. • Agreed customer service targets achieved.
Leadership	<ul style="list-style-type: none"> • Provide leadership, guidance and support to the maintenance teams • Maintain high levels of engagement • Manage team and individual performance • Support management staff engaged in the maintenance and renewal of assets and participate in the effective planning of these works as necessary. • Provide technical services and implement systems within the teams to ensure adequate information, instruction and training is provided to all staff in relation to maintenance and project delivery activities 	<ul style="list-style-type: none"> • Engagement scores • Performance management procedures • Statutory requirements (EMS, Safety) • Training plans fulfilled
Maintenance Planning	<ul style="list-style-type: none"> • Provide expert knowledge of planned activities related to construction, project delivery and maintenance-based activities within the irrigation industry 	<ul style="list-style-type: none"> • Asset maintenance schedules • Standard Operating Procedures

	<ul style="list-style-type: none"> Set out scheduled and planned activities to be carried out by the maintenance and project delivery team Establish key performance metrics for the planning team and individuals. Keep up to date with industry best practice, including active participation in industry forms and groups (ie Sirf). 	
Data Management	<ul style="list-style-type: none"> Develop and enhance business unit graphic information systems, IDS Business Unit operational performance, and asset health KPIs. Expand the Field Services data centre to encompass all IDS activities. Prepare detailed performance reports and presented to internal clients, delivery staff and management. 	<ul style="list-style-type: none"> Reports prepared and supplied within agreed timelines IDS KPIs developed and operational Data centre operational
Stakeholder Relationships	<ul style="list-style-type: none"> Manage interaction between maintenance personnel and stakeholders 	<ul style="list-style-type: none"> Stakeholder feedback Issues identified and resolved Minimal disruption to planned work schedules
Continuous Improvement	<ul style="list-style-type: none"> Analyse maintenance delivery, performance reports and associated KPI's. Review planned activities to identify improvements in maintenance practices and business efficiency. Establish and deliver annual data audit programs, including data quality audits and data improvement programs. Identify gaps and opportunities for in data capture (via Maximo or Maximo Anywhere ®) and close out gaps. 	<ul style="list-style-type: none"> Number of process improvements implemented Data quality audits completed. Data improvement and cleansing programs implemented. Data collection gaps closed out.
Budgets	<ul style="list-style-type: none"> Assist in formulating budgets and preparing cost estimates for minor capital and maintenance activities and programs 	<ul style="list-style-type: none"> Data quality Deadlines met
Reporting	<ul style="list-style-type: none"> Prepare technical reports and other documentation 	<ul style="list-style-type: none"> Data quality Deadlines met

Note: Other duties and responsibilities may be required as reasonably directed

Mandatory Key Result Areas for all GMW positions

Safety	<ul style="list-style-type: none"> Comply with all GMW OH&S standards, policies and procedures Contribute to the continuous improvement of HSE systems by consulting with staff and passing on recommendations to improve the system to the HSE Team 	<ul style="list-style-type: none"> Investigate and close out incident and hazard reports on time Workplace inspection findings corrected Internal Audit finding actions corrected All staff mandatory training completed Safety meetings conducted with actions completed
Policies	<ul style="list-style-type: none"> Adhere to GMW policies and procedures Stay up-to-date on all GMW policies Ensure all GMW policies are promulgated and adhered to Advise on potential changes to policies as required by local conditions Ensure all policies are communicated to, and understood by, the team 	<ul style="list-style-type: none"> Audit results (internal) Numbers of issues escalated through team not adhering to policies

Key Relationships

All GMW employees are responsible for managing aspects of our customer/stakeholder relationships and service interactions, and will work proactively to deliver a consistent customer experience.

Internal	External
<ul style="list-style-type: none"> IDS Staff and Management Customer Operations (Irrigation Areas) Dams Operations Finance Safety, Environment and Wellbeing 	<ul style="list-style-type: none"> Contractors Service providers (Cable locators, traffic management etc) Catchment Management Authorities Councils

- Human Resources & Payroll
- Learning and Development
- ICT

- Vicroads
- Special Project Teams (ie Connections)
- Other statutory bodies (ie. Fisheries, CFA, DWELP etc)

Behaviours and Values

All employees are required to demonstrate GMW's values through their work and their dealings with internal and external customers. Behaviours must also align with the values and with GMW's strategic outcomes below:

Safe, skilled, engaged people

Contribute to a safe, inspiring and diverse workplace where learning is encouraged and your team feels supported. You openly demonstrate the vision and values of GMW through your own behaviours.

Satisfied customers, trusting partners

Exhibit at all times a customer-first attitude and you are focused on delivering outcomes that meet the needs of our customers, stakeholders and communities. You deliver solutions in response to customer and operational issues.

Sustainable business, viable customers

Take ownership for delivering affordable and sustainable water services through the decisions you make every day and take responsibility for ensuring ongoing business efficiency. You operate in a timely manner and with a sense of urgency when required times and you consistently prioritise your work to meet the ongoing, and sometimes changing needs of our business.

Water security and other water values are recognised

Comprehend the regulatory framework under which we operate and the importance of meeting our obligations. You understand the role that water plays in the sustainability of our region and actively seek out opportunities that will secure water for our future.

Innovation, data and technology driven services

Uphold the integrity of all GMW processes and systems by contributing to a continuous improvement lifecycle. You ensure that all decisions are informed by accurate and complete data & information.



Excellence



Honesty



Accountability



Courage



Caring