



### Position Description

<b>POSITION TITLE:</b> Compliance Monitoring Officer - Irrigation Delivery	<b>REPORTS TO:</b> Team Leader - Irrigation Delivery
Pay Band: 3 A	
<b>ORGANISATIONAL CONTEXT</b>	
<p>Lower Murray Water (LMW) operates along the Murray River, from Kerang to the South Australian border, in the municipalities of Gannawarra, Swan Hill and Mildura. We provide this extensive region with urban water and sewerage treatment, supply and disposal; river quality water for stock and irrigation; and collection and disposal of subsurface irrigation drainage. Our goal is to contribute to the economic, social and cultural development of our region and its many communities with environmentally responsible and sustainable water management.</p>	
<b>PRIMARY OBJECTIVES</b>	
<p>As the Compliance Monitoring Officer - Irrigation Delivery, you will be responsible for developing and maintaining consistent processes for capturing data and providing effective reports to highlight service issues and opportunities for improvements. This includes system compliance administration tasks, development of forms and procedures and general compliance administration tasks which support the efficient and effective functioning of the team.</p> <p>This role provides day-to-day irrigation compliance and customer engagement support to the Irrigation Delivery team within the Service Delivery team, identifying and developing compliance administrative process improvements in a timely manner.</p> <p>As the Compliance Officer - Irrigation Delivery you shall, under roster arrangements perform Standby duties that require returning to work out of hours when circumstances arise and work reasonable overtime, as and when required.</p>	

KEY ACCOUNTABILITIES		
KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
Leadership	<ul style="list-style-type: none"> <li>• Work collaboratively as a member of the Irrigation Delivery team and with other relevant positions across the Corporation.</li> <li>• Work autonomously to prioritise workload and work activities.</li> <li>• Ongoing support of management and staff with completion of compliance administration tasks.</li> <li>• Actively involved in timely completion of compliance duties.</li> <li>• Engage in development of self via annual performance planning.</li> <li>• Ongoing support from within your knowledge and skills.</li> <li>• Inquisitive mindset to analyse data and identify service improvements within the irrigation networks and/or with individual customer outlets</li> </ul>	<ul style="list-style-type: none"> <li>• Achievement of agreed performance and development in annual plan</li> <li>• Supports staff and team members when difficult situations arise</li> <li>• Ability to manage &amp; develop performance effectively</li> <li>• Contribute to the development of effective reports to identify customer service level issues</li> </ul>
Customer	<ul style="list-style-type: none"> <li>• Champion the LMW rural compliance program including Wrongful-take compliance and Delivery Share conformity by engaging internal and external customers in a positive manner.</li> </ul> <p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>• Irrigation Delivery &amp; Metering Team</li> <li>• Service Delivery Team</li> <li>• People &amp; Safety Team</li> <li>• Business Services &amp; Performance Team</li> <li>• Compliance Team</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>• Irrigation Customers</li> <li>• Contractors engaged with LMW</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate professional working relationships with internal customers</li> <li>• Provide exceptional customer service to internal customers and assistance as required to external customers</li> <li>• Active participation in team meetings and providing open, regular communication and updates on business as usual activities, projects updates and other opportunities</li> <li>• Ensuring a consistent experience for all stakeholders which will be demonstrated by feedback received</li> <li>• Demonstrated strong professional relations with all key stakeholders</li> <li>• Provide timely customer compliance data / reports including Wrongful take and delivery share reports to internal teams and customer stakeholders.</li> </ul>

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KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
<b>Safety</b>	<ul style="list-style-type: none"> <li>• Contribute to LMW providing a safe workplace that is free of harm from all forms of bullying, harassment and discrimination.</li> <li>• Ensure clear understanding of policies and procedures as required to support best practice and consistency for all staff, contractors and consultants</li> <li>• Ensuring safety documentation is accurate and captured in the records management system in a timely manner.</li> <li>• Ensuring that all necessary documentation for jobs completed by external contractors are clear and concise.</li> <li>• Always act in a manner that seeks to enhance the safety culture at LMW</li> </ul>	<ul style="list-style-type: none"> <li>• Safety of workplace participants is a top priority and all processes and tasks are conducted in line with the LMW safety management system.</li> <li>• Contribute to workplace safety and reduction of workplace injuries</li> <li>• Demonstrate behaviours that promote safe work practices and respect for all staff members</li> <li>• A safe workplace where risk is managed to provide a safe environment to all workplace participants.</li> <li>• Work behaviours promote safe work practices and respect for all staff members</li> <li>• Contribution to safety reporting and discussions within team meetings.</li> </ul>
<b>Efficiency</b>	<ul style="list-style-type: none"> <li>• Contribute to business productivity through accurate and timely data entry of relevant information, ensuring it is completed to a satisfactory level and raising awareness of anomalies to appropriate personnel.</li> <li>• Support continuous improvement to achieve efficiencies and timeliness within the team.</li> <li>• Work collaboratively with the Irrigation Delivery &amp; Metering team to identify and pursue business improvements through the use of technology and efficient work flows.</li> <li>• Review, identify and develop compliance administration efficiencies and improvements across the team operations in consultation with appropriate stakeholders.</li> <li>• Develop, create and provide ad-hoc reports and analysis when requested by internal business units.</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure duties are undertaken accurately and in a timely and responsive manner whilst anticipating future and emerging needs where possible and identifying opportunities for improvement.</li> <li>• Seeks to continually improve the quality and efficiency of services provided.</li> <li>• Ensures the best use is made of technology to provide efficient and effective service.</li> <li>• Ensuring that user-friendly processes and procedures are developed in consultation with the broader organisation.</li> <li>• Provide objective, risk-based analysis of LMW customer compliance program including wrongful take and delivery share data collection and reporting.</li> <li>•</li> </ul>



**KEY ACCOUNTABILITIES**

<b>KEY RESULT AREA</b>	<b>MAJOR ACTIVITIES</b>	<b>PERFORMANCE INDICATORS</b>
<p><b>Capital</b></p>	<ul style="list-style-type: none"> <li>• Prepare progress reports in accordance with business requirements</li> <li>• Implement and monitor business systems</li> <li>• Provision of reporting in support to the of justification of capital investment.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide a service that is timely, accurate and responsive to the needs of the team.</li> <li>• Needs of internal and external stakeholders are met.</li> <li>• Reports are provided on time to the quality required.</li> <li>• Support all levels of LMW workforce to develop and implement safe work practices which support the achievement of organisational strategic objectives and business goals.</li> </ul>

#### LEVEL OF AUTHORITY

As specified in the current Instrument of Delegation.

#### NUMBER OF REPORTS

Direct Reports:

- Nil

Indirect Reports

- Nil

#### SKILLS AND BACKGROUND REQUIREMENTS

**Formal qualifications**

- Previous experience or qualifications in analysing, monitoring and improving data management.

**Leadership:**

- Ability to work independently, solution and results focused, self-directed and operate as part of a large team.
- Excellent organisational and planning skills, including the capacity to work to deadlines and set priorities.
- A high level of written and oral communication skills, including analytical and problem-solving skills and the ability to work as part of a high functioning team.

**Customer:**

- Ability to influence and motivate others to accomplish an objective.
- Customer service orientation.
- Excellent interpersonal skills with the ability to build strong relationships with key customers.
- Experience in managing stakeholders in building positive relationships with internal and external providers.

**Safety:**

- Demonstrated experience and understanding of a safety-first culture.



**Efficiency:**

- Intermediate skills Microsoft Office Suite.
- Possess strong problem-solving skills and ability to think critically and analytically.
- Experience in administration systems.
- Ability to plan and organise and meet deadlines

**Capital:**

- Excellent attention to detail.
- Previous experience in preparing reports to demonstrate team performance desirable.

**Compliance Requirements (*if required*):**

- Current Drivers Licence

**SIGNATURES:** We certify that the content of this position description is accurate:

Position holder:	Date: / /	Signature:
Managing Director:	Date: / /	Signature:
HR Representative:	Date: / /	Signature: