

**Position Description**

<b>POSITION TITLE: TEAM LEADER - COMPLIANCE &amp; ENFORCEMENT</b>	<b>REPORTS TO: MANAGER ORGANISATIONAL PERFORMANCE</b>
<b>Pay Band: 4</b>	
<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>The primary purpose of this role is to monitor and facilitate water compliance through timely management of breaches. Through criteria for escalation of enforcement action, the role will rigorously manage compliance investigations and prosecutions for the Corporation for breaches within the Water Act 1989. Key accountabilities of the role include:</p> <ul style="list-style-type: none"> <li>• Act as an Authorised Officer for the Corporation.</li> <li>• Lead the Authorised Officers appointed by the board of directors.</li> <li>• Facilitate enforcement of applicable water use policies.</li> <li>• Lead the development, implementation and evaluation of Compliance Strategies.</li> <li>• Drive continuous improvement to develop stronger compliance related processes and procedures.</li> <li>• Act as the contact between the Department of Environment, Land, Water and Planning (DELWP) and LMW for compliance related matters.</li> <li>• Manage the customer complaints portfolio and linkage to related statutory reporting.</li> <li>• Prepare reports for the Department of Environment, Land, Water and Planning (DELWP) on a fortnightly, monthly and annually basis, or as required.</li> <li>• Manage Compliance Projects.</li> </ul>	

KEY ACCOUNTABILITIES		
KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Promotion of a culture that encourages risk discussions by integrating Risk Management into normal business practices.</li> <li>• Work collaboratively as the leader of the Compliance &amp; Enforcement (C&amp;E) Team and with other relevant positions across the Corporation to encourage a more coordinated and targeted communication and engagement approach.</li> <li>• Work autonomously to prioritise workload and work activities.</li> <li>• Support management and staff with completion of compliance reporting requirements within the <i>Water Act 1989</i>.</li> <li>• Actively involved in timely completion of compliance duties.</li> <li>• Engage and promote development of self via annual performance planning.</li> <li>• Ongoing support to expand knowledge and skills.</li> <li>• Develop and strengthen relationships with stakeholder groups to foster a culture of proactivity and action.</li> <li>• Drive continuous improvement to enhance compliance systems and processes.</li> <li>• Build the capacity within the C&amp;E Team</li> </ul>	<ul style="list-style-type: none"> <li>• Facilitates staff engagement sessions to gain staff contribution into the direction and achievement of strategic goals of the organisation</li> <li>• Development and management of a continuous improvement plan/team workplan</li> <li>• Compliance with relevant legislation and regulatory obligations</li> <li>• Staff feedback received indicates a positive team culture</li> <li>• Review and implementation of strategies that allow for increased organisational capability</li> <li>• Achievement of agreed performance and development in annual plan.</li> <li>• Supports staff and team members to enhance capacity and resilience when difficult situations arise.</li> <li>• Ability to manage &amp; develop performance effectively.</li> <li>• Accurate reporting.</li> <li>• Ontime reporting.</li> <li>• Compliance activities actioned and up to date</li> <li>• Compliance risks are assessed and listed on the risk register and appropriate actions are taken to manage the risks</li> <li>• Provision of technical expertise and insight to inform the development of appropriate systems, processes and procedures, business instructions and protocols to ensure good governance and assurance for the organisation</li> </ul>

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Customer	<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>• Rural Unauthorised Take Implementation Plan PCG</li> <li>• Organisational Performance Team</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>• Irrigation Customers</li> <li>• Urban Customers</li> <li>• Contractors engaged with LMW</li> <li>• DELWP Compliance and Water Resources Team</li> <li>• Compliance Community of practice (CoP)</li> <li>• Authorised Water Officers Working Group</li> <li>• Compliance Communications Working Group</li> <li>• Inspector General Officer for Water Compliance</li> <li>• VIC Water</li> <li>• Other Water Corporations, particularly Rural Water Corporations</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate professional working relationships with internal customers.</li> <li>• Completion of annual succession plans and individual performance and development plans in accordance with LMW's talent management framework.</li> <li>• Provide feedback to all key stakeholders to foster a constructive and high-performance culture.</li> <li>• Participate in the development of the broader workforce through effective assessment of individual and team capabilities and career progression opportunities.</li> <li>• Represent and advocate for LMW professionally and positively in a variety of forums, including with governments and customer representative groups</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> </ul>

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<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> <li>Enhance risk assessment approaches and tools that support increased safety within the C&amp;E Team</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> <li>Achievement of KPI's within LMW's 4C Safety First Strategy</li> <li>Improvement in Global Safety Index team and organisational survey results is achieved through the effective implementation of recommended actions</li> <li>LMW provides a psychologically safe workplace</li> </ul>
<b>Efficiency</b>	<ul style="list-style-type: none"> <li>Contribute to business productivity through accurate and timely reporting against water compliance activities.</li> <li>Support continuous improvement to achieve advances in the continuous evolution of the compliance function.</li> <li>Review, identify and develop compliance policy, procedure, and strategies to ensure compliance is meeting state and federal standards.</li> <li>Have a high level of attendance and engagement with DELWP and at Community of Practice (CoP) meetings for compliance.</li> </ul>	<ul style="list-style-type: none"> <li>Accurate and timely reporting of data across Compliance functions is presented in a professional manner to the Board and EMT as required</li> <li>Ensure duties are undertaken accurately and in a timely proactive and responsive manner whilst identifying opportunities for improvement.</li> <li>Seeks to continually improve the quality and efficiency of the compliance function.</li> <li>Ensures the best use is made of technology to provide efficient and effective service.</li> </ul>

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		<ul style="list-style-type: none"> <li>• Ensure that processes and procedures are developed that support the organisation and the compliance function.</li> <li>• Effective evaluation and monitoring of new frameworks, policies, procedures and programs to confirm value to business and contribution to achievement of business objectives</li> <li>• Efficiencies and innovations that improve cost effectiveness and or customer service delivery are identified, implemented and reviewed per organisational requirements</li> <li>• The effective management of Compliance functions will enable the achievement of financial objectives and obligations while providing best value to customers</li> </ul>
<b>Capital</b>	<ul style="list-style-type: none"> <li>• Prepare high-level progress reports that are the basis for DELWP and the Water Minister to have confidence in LMW's compliance function.</li> <li>• Make use of the Unauthorised Take Dashboards to effect investigations of Unauthorised Take of water.</li> <li>• Provision of reporting in support to the of justification of capital investment.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure duties are undertaken accurately and in a timely proactive and responsive manner whilst identifying opportunities for improvement.</li> <li>• Needs of internal and external stakeholders are met.</li> <li>• Accurate on time Reporting.</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
<p><b>Direct Reports:</b></p> <ul style="list-style-type: none"> <li>• Compliance Officer (1 FTE)</li> <li>• Rural Compliance Officer (1 FTE) (Contract role)</li> </ul>
SKILLS AND BACKGROUND REQUIREMENTS
<p><b>Formal qualifications</b></p> <ul style="list-style-type: none"> <li>• To be appropriately qualified in a related field including but not limited to business, administration, legal and/or Certificate iv in Government investigations (equivalent)</li> </ul> <p><b>Leadership:</b></p> <ul style="list-style-type: none"> <li>• Ability to work independently, solution and results focused, self-directed and operate as leader of a small team.</li> <li>• Excellent organisational and planning skills, including the capacity to work to deadlines and set priorities.</li> <li>• A high level of written and oral communication skills, including reporting, analytical and problem-solving skills.</li> <li>• Manage difficult conversations</li> <li>• Manage performance, capacity building and skill development to team members.</li> </ul> <p><b>Customer:</b></p> <ul style="list-style-type: none"> <li>• Ability to influence and motivate others to accomplish an objective.</li> <li>• Managing a customer service focus whilst understanding the need for strict compliance.</li> <li>• Excellent interpersonal skills with the ability to build strong relationships with key customers.</li> <li>• Experience in managing stakeholders in building positive relationships with internal and external providers.</li> <li>• Experience in Compliance of Law Enforcement desired.</li> </ul>

**Safety:**

- Demonstrated experience and understanding of a safety-first culture.
- Understand personal physical safety measures.
- Adapt safety skills to the situation.
- Experience in managing a team that has significant safety risks.

**Efficiency:**

- Intermediate skills Microsoft Office Suite and administration systems
- Possess strong problem-solving skills and ability to think critically and analytically.
- Ability to plan and organise and meet deadlines.
- Strong ability to develop and enhance systems, and identify and implement continuous improvement activity

**Capital:**

- Previous experience in preparing reports to demonstrate team performance.

**Compliance Requirements:**

- Driver's license
- Compliance with a criminal background checks where required

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

Position holder:

Date:

Signature:

General Manager:

Date:

Signature:

Managing Director:

Date:

Signature: