

Position Description

POSITION TITLE: Service Delivery & Operations Administration Officer	REPORTS TO: General Manager Service Delivery & Operations
Pay Band: Band 2	
ORGANISATIONAL CONTEXT	
<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>	
PRIMARY OBJECTIVES	
<p>This role provides day-to-day administration support to the Operations and Service Delivery team, identifying and developing administrative process improvements in a timely manner.</p> <p>As the Service Delivery & Operations Administration Officer, you will be responsible for developing and maintaining consistent processes for capturing documentation. This includes system administration tasks, development of forms and procedures and general administration tasks which support the efficient and effective functioning of the team.</p>	

KEY ACCOUNTABILITIES		
KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
Leadership	<ul style="list-style-type: none"> • Promotion of a culture that encourages risk discussions by integrating Risk Management into normal business practices. • Work collaboratively as a member of the Service Delivery & Operations team and with other relevant positions across the Corporation. • Work autonomously to prioritise workload and work activities. • Ongoing support of managers and staff with completion of administrative tasks. • Actively involved in timely completion of administration duties. • Engage in development of self via annual performance planning. • Ongoing support and education of others within the team from within your knowledge and skills. 	<ul style="list-style-type: none"> • Achievement of agreed performance and development in annual plan. • Supports staff and team members when difficult situations arise. • Ability to manage and develop performance effectively.
Customer	<p>Internal:</p> <ul style="list-style-type: none"> • Service Delivery Team & Operations Team • Infrastructure Services Team • People & Safety Team • Business Services & Performance Team <p>External:</p> <ul style="list-style-type: none"> • Contractors engaged with LMW 	<ul style="list-style-type: none"> • Demonstrate professional working relationships with internal customers. • Provide exceptional customer service to internal customers and assistance as required to external customers. • Active participation in team meetings and providing open, regular communication and updates on business as usual activities, projects updates and other opportunities. • Ensuring a consistent experience for all stakeholders which will be demonstrated by feedback received. • Demonstrated strong professional relations with all key stakeholders.

KEY ACCOUNTABILITIES		
KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
Safety	<ul style="list-style-type: none"> • Contribute to LMW by providing a safe workplace that is free of harm from all forms of bullying, harassment and discrimination. • Ensure a clear understanding of policies and procedures as required to support best practice and consistency for all staff, contractors and consultants. • Ensuring safety based documentation is accurate and captured in the records management system in a timely manner. • Ensuring that all necessary documentation for jobs completed by external contractors is clear and concise. • Always act in a manner that seeks to enhance the safety culture at LMW. 	<ul style="list-style-type: none"> • Safety of workplace participants is a top priority, and all processes and tasks are conducted in line with the LMW safety management system. • Contribute to workplace safety and reduction of workplace injuries. • Demonstrate behaviours that promote safe work practices and respect for all staff members. • A safe workplace where risk is managed to provide a safe environment to all workplace participants. • Work behaviours promote safe work practices and respect for all staff members. • Contribute, compile and distribute safety reporting. • Actively involved in discussions within team meetings.
Efficiency	<ul style="list-style-type: none"> • 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. • Support continuous improvement to achieve efficiencies and timeliness within the team. • Work collaboratively with the Service Delivery and Operations teams to identify and pursue business improvements using technology. • Review, identify and develop administration efficiencies and improvements across the team operations in consultation with appropriate stakeholders. • Develop, create and provide ad-hoc reports and analysis when requested by internal business units. 	<ul style="list-style-type: none"> • 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. • Seeks to continually improve the quality and efficiency of services provided. • Ensures the best use is made of technology to provide efficient and effective service. • Ensuring that user-friendly processes and procedures are developed in consultation with the broader organisation.

KEY ACCOUNTABILITIES		
KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
	<ul style="list-style-type: none"> Promote and facilitate cultural change to enable staff to effectively use administration systems and technology in their day to day work functions. Provide user training to staff to effectively use existing and new internal systems. 	
Capital	<ul style="list-style-type: none"> Prepare progress reports in accordance with business requirements. Implement and monitor business systems. Provision of reporting in support to the justification of capital investment. 	<ul style="list-style-type: none"> Provide a service that is timely, accurate and responsive to the needs of the team. Needs of internal and external stakeholders are met. Reports are provided on time to the quality required. Support all levels of LMW workforce to develop and implement safe work practices which support the achievement of organisational strategic objectives and business goals.

LEVEL OF AUTHORITY
Delegation Category G as per the current Instrument of Delegation.
NUMBER OF REPORTS
Direct Reports: Nil
SKILLS AND BACKGROUND REQUIREMENTS
<p>Formal qualifications:</p> <ul style="list-style-type: none"> • VCE or equivalent certificate level qualification. <p>Leadership:</p> <ul style="list-style-type: none"> • 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. <p>Customer:</p> <ul style="list-style-type: none"> • 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. <p>Safety:</p> <ul style="list-style-type: none"> • Demonstrated experience and understanding of a safety-first culture. <p>Efficiency:</p> <ul style="list-style-type: none"> • Intermediate skills Microsoft Office Suite. • Possess strong problem-solving skills and ability to think critically and analytically. • Experience in Safety Management and Records Management systems. • Ability to identify workflow efficiencies and to support the achievement of objectives.

Capital:

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

Compliance Requirements:

- Driver's license.
- Compliance with criminal background checks.
- Confirmation of fitness for work.
- Proof of Vaccination in accordance with Chief Health Officer Directions and LMW's Vaccination Policy or a valid medical contraindication.

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

Position holder:

Date:

Signature:

General Manager:

Date:

Signature:

Managing Director:

Date:

Signature: