

Position Details

Position Title	Head of Program Management
Employment type	Full-Time
Pay Band	7
Location	Mildura
Direct Reports	2 x Program Manager and 1 x Project Controls Lead
Reports to	Manager Infrastructure Planning and Delivery
Delegated Authority	Category D

Organisational Context

Lower Murray Water (LMW) is a large regional organisation servicing diverse communities across the region, stretching from Kerang to the South Australian border. A unique organisation, LMW operates both urban and rural water and sewerage businesses which support domestic and commercial customers from households through to large-scale irrigation operations. As a leader within the region, LMW has established itself as a major contributor to enhancing regional prosperity, directly impacting social, environmental, and economic benefits.

We operate within a dynamic industry with significant challenges requiring an innovative, integrated, and strategic approach and our vision is to provide a healthy, sustainable water future underpinned by our culture of performance excellence and a close partnership with our employees, customers, and communities.

Our Values

LMW's Values have been developed by our people and set the guidelines of how we will behave in the workplace.

Deliver – We strive to deliver the best service to our community and ensure they have secure and reliable water and waste management services.

Grow – We strive to continuously develop, learn, and grow both individually and as an organisation.

Respect – We celebrate uniqueness and provide an inclusive culture for all.

Collaborate – We are a collaborative workplace that provides a supportive, friendly working environment.

Safe Work Done Well – We promote a Safety culture which prioritises physical and mental health and wellbeing.

Position Summary

The Head of Program Management is responsible for the planning, scheduling and delivery of LMW's Capital Works Program, providing leadership in financial, contract and program management to ensure strong governance, effective risk management and continuous improvement. The role oversees major works delivery through the application of established project management and contractor management practices, ensuring effective control of time, cost, quality and resources. Working closely with Infrastructure Services and the wider business, the Head of Program Management ensures projects align with LMW's strategic objectives and deliver sustainable outcomes for customers and the community.

The role provides engineering and technical leadership across the capital works portfolio, leveraging personal expertise and the capabilities of the Projects team to ensure designs and constructed assets meet required standards and best practice outcomes. This includes providing technical advice and support across LMW to ensure consistent, compliant and high-quality project delivery.

The Head of Program Management leads and develops Program Managers and Project Controls Lead along with a broader team of Engineers, Project Engineers / Officers, fostering a high performing and supportive environment through clear direction, coaching and mentoring. The role builds both technical and professional capability within the team to support successful delivery of complex programs while enabling individual development and career progression.

Key Responsibilities

The Head of Program Management is responsible for:

1. Overseeing a portfolio of capital projects and programs, monitoring performance against time, cost, quality and risk targets, and providing recommendations to management on project prioritisation and future works. Preparing and manage program budgets, forecasts and progress reporting in line with corporate and water plans.
2. Promoting and embedding proactive risk management practices across project planning and delivery, ensuring risks are identified, assessed and managed within organisational tolerance. Contribute to the development, implementation, and continuous improvement of LMW's Contract and Project Management Systems.
3. Provide engineering leadership across disciplines to ensure integrated, high-quality project delivery, while offering advice, and developing organisational capability through mentoring and knowledge transfer.
4. Building and maintaining strong relationships with internal stakeholders, contractors, consultants and delivery partners to achieve high quality, cost effective and customer focused outcomes.
5. Identifying and implementing improvements, innovation and change initiatives to enhance project delivery practices, engineering standards and organisational capability.
6. Leading Program Managers to optimise workforce planning, resource utilisation and consistent delivery approaches across the department.
7. Preparing and overseeing complex project and contract documentation in accordance with LMW and DTF policies, supporting staff as required. Monitoring allocated projects and tasks, managing emerging delivery risks and providing clear, accurate reporting on program performance and outcomes.
8. Complying with all applicable occupational and safety (OH&S) laws, regulations and policies, as well as environmental protection laws and policies.

Key Behaviours

Professionalism: Maintaining a positive attitude, being punctual and reliable, showing empathy and understanding in our interactions and respectful, and following workplace policies and procedures.

Integrity and honesty: Being open and transparent when making decisions, giving honest and supported advice, exercising power in a fair and reasonable way and addressing unacceptable behaviours in the workplace

Collaboration and cooperation: Actively participating in teamwork, sharing ideas and working together towards shared goals and objectives.

Inclusivity and diversity: Valuing and respective diversity, treating everyone with fairness and equality, promoting an inclusive and welcoming environment.

Coaching others: assist, challenge and encourage others by sharing knowledge, skills and/or experience to help individuals improve performance and achieve goals

Skills and Experience

- Recognised relevant tertiary qualification in Civil Engineering.
- Minimum 6 years working experience in civil engineering, project management and/or site supervision of infrastructure projects.
- Registered Professional Engineer in Victoria.
- Recognition with Engineers Australia (or working towards) is highly regarded.
- Relevant professional experience in an engineering and project management role within the water industry.
- Strong analytical and problem-solving skills, with attention to details.
- Understanding of engineering principles with an ability to convey technical information clearly and concisely to various stakeholders, in both written and verbal format.
- Demonstrated experience in problem analysis, problem solving and design thinking.
- Ability to use software (e.g. Microsoft Project) to plan and monitor the delivery of projects/tasks against time, quality and budget.
- Experience in managing stakeholders and building positive relationships with internal and external providers.
- Ability to work collaboratively within a multi-disciplinary team to achieve organizational objectives.
- Experience in mentoring and developing skills and knowledge of team members and the wider organisation.
- Effective communication skills with an ability to influence and create trust and confidence with internal and external customers.
- Demonstrated environmental leadership and understanding to deliver infrastructure projects in sensitive environments.
- Demonstrated commitment to Health, Safety and Wellbeing and the principles of Equal

Compliance Requirements

Driver's License

Criminal background check

Confirmation of fitness for work

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

Position Holder: _____ Date: _____ Signature: _____

General Manager: _____ Date: _____ Signature: _____

Managing Director: _____ Date: _____ Signature: _____