



Position Description

Position Title	Senior Manager Planning & Service Delivery
Employment type	Full Time
Pay Band	Contract
Location	Mildura or Swan Hill
Direct Reports	(4) - Manager Maintenance Planning; Manager Metering; Team Leader Operations - Swan Hill and Kerang, Team Leader Irrigation Operations
Reports to	General Manager Service Delivery and Operations
Delegated Authority	C

Position Summary

This senior leadership role provides strategic direction and business insight for the Planned Maintenance, Metering, Irrigation and Southern Operations Teams. The position is responsible for ensuring the safe, reliable and efficient delivery of planned maintenance activities across Lower Murray Water (LMW) Operations and Service Delivery functions. The role establishes planned processes, oversees compliant procurement of operational goods and services, drives accurate metering and effective irrigation service delivery to support consistent operations. The position also oversees the treatment and maintenance functions of the Southern region including any maintenance related contracts in the southern region.

The position builds positive relationships across a broad range of operational activities—both field and office-based—and champions a safety-first culture. It provides strategic guidance through the development and implementation of operational plans, with responsibility for reporting and budget oversight. As a key member of the Service Delivery and Operations division, the role offers specialist technical advice and planning to progress organisational strategy, strengthen long-term asset management, and maintain regulatory compliance and service levels.

Key Responsibilities

The Senior Manager Planning & Service Delivery will:

1. Lead, mentor and develop the Planning & Service Delivery teams and embed a culture of safety, collaboration and continuous improvement.
2. Integrate risk management into day-to-day practices and facilitate staff engagement to inform strategies aligned to the Corporate Plan and Water Plan.



Vision:

A thriving future where water sustains people, nourishes land and enables prosperity



Purpose:

To realise the full value of water for healthy people and productive landscapes





3. Provide high-level operational guidance and implement culture change initiatives that promote “one LMW.”
4. Build strong professional relationships with internal and external stakeholders (regulators, customers, industry bodies, contractors and partner water corporations)
5. Provide fair, constructive feedback and support talent development, succession planning and performance and development plans.
6. Demonstrate a safety-first culture and ensure work is conducted in accordance with the LMW Safety Management System.
7. Identify, assess and manage operational risks, contribute to risk registers, and drive improvements arising from engagement and safety surveys.
8. Maintain a psychologically safe workplace free from bullying, harassment and discrimination.
9. Uphold the General Environmental Duty (GED) under the EPA Act 2017 by integrating environmental risk management into normal business practice.
10. Provide technical oversight of operational and maintenance plans; manage service-level data and performance reporting.
11. Lead system development, prepare and review budgets, and identify efficiencies and innovations that enhance cost-effectiveness.
12. Provide a high level of technical and operational support to the Southern region to ensure service levels and construction standards are met.
13. Work with the Manager Water Quality and Environment / Team Leader Treatment Operations to standardise treatment processes, data collection and reporting across water and wastewater treatment plants.
14. Oversee compliant procurement in line with VPSC guidelines and LMW policies.
15. Develop and maintain LMW’s 10-year capital works program and asset renewal plans.
16. Provide strategic input to capital design and delivery, future plant upgrades and proactive asset management strategies to ensure continuity of operations.





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 respecting 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

- Formal qualification in Engineering/Management and/or several years of demonstrated experience in a similar role (Required).
- Membership (or working towards membership) of Engineers Australia (Desirable).
- Experience managing large, diverse operational teams with a collaborative approach.
- Operational experience across water and wastewater treatment plants and pumping stations (water, sewage, irrigation, drainage) or demonstrable equivalents.
- Proven capability in coaching and supporting other leaders.
- Demonstrated ability to develop strong professional relationships to achieve organisational objectives.
- Experience leading safety systems that promote guidance, support and continuous improvement for staff and stakeholders.
- Track record in achieving performance targets and implementing efficient operational and maintenance systems.
- Proven ability in asset management, maintenance/operations, budget control and fiscal responsibility.
- Experience providing high-level input to capital or infrastructure strategic plans in a medium to large organisation.





**LOWER MURRAY
WATER**

Compliance Requirements

- Driver Licence
- 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:

Our Values:



Deliver



Grow



Respect



Collaborate



Safe Work Done Well