

Position Description

Operations Manager

Doc no:	Doc Name:	Review date:	Reviewed by:	Approved by:
HRM006	Operations Manager Job Description	October 2024	TPHC, OM, EO	Executive Officer

1. Position Dimensions

1.1 Purpose

The Operations Manager is responsible to proactively manage the operational activities of Lower Burdekin Water including the management of the water distribution, recharge, and supply businesses to ensure a consistent water supply is delivered to customers and stakeholders. The role leads the operational team, who are responsible for operating and maintaining all civil works, and plant, equipment, and infrastructure, and ensures work is conducted in a manner which complies with workplace health and safety legislation and LBW policies, procedures, and guidelines. The role is a member of the executive and senior leadership team, and contributes to the development and implementation of strategic, operational, and quality improvement plans to ensure the ongoing sustainability of the company and meet customer and stakeholder expectations.

1.2 Results

The Operations Manager is responsible to:

1. Plan and develop strategic and operational plans oversee the activities of the maintenance and capital works programs to ensure consistent performance and guarantee ongoing and reliable water distribution to customers and stakeholders.
2. Perform the duties and obligations of as a Person Conducting and Business Unit (PCBU) in accordance with the requirements of the Work Health and Safety Act (QLD) and Regulations.
3. Develop and manage budgets and forecasts and analyse financial data to identify ways to improve profitability.
4. Monitor quality controls and KPIs to ensure operations are carried on in a safe, appropriate, cost-effective way.
5. Provide leadership, advice, and support to Supervisors, and ensure Workplace Health and Safety management plans, systems, delegations, policies, and procedures are effectively implemented.
6. Actively drive a performance culture by holding people accountable to deliver outcomes. Provide performance feedback through the performance management system and identify training and development needs required to improve performance.
7. Review and improve operational management systems, processes, technology adoption and implementation, and best practices to develop and foster a positive safety culture.
8. Contribute to the development of an engaged, high performing team that delivers service excellence and promotes and advocates the organisation brand and reputation.
9. Effectively communicate with customers, stakeholders, and within the business, finding solutions to problems and assisting other teams as required to ensure the highest level of customer service is provided.

1.3 Reporting structure

Reports to position	Executive Officer
Supervises	Direct - Operations Supervisors (Northern and Southern) and Contractors Indirect – Water and Field Officers
External Liaison	Rate Payers and Customers, Government Departments, Utilities, Vendors, Growers, Utilities, Sub-contractors, General Public
Internal Liaison	Operational and administration staff, management, and directors.

2. Knowledge, Skills, Experience, and Accountability

2.1 Knowledge and Qualifications required

- Degree in Business or Engineering, Operations Management, or related field
- 5 years'+ experience as Operations Manager or similar role, in a civil construction or agriculture environment.
- High level knowledge of Work Health and Safety implementation in an agriculture and construction environment.
- Knowledge of effective change management processes.

2.2 Key Skills and Experience

- Effective Leadership skills, including and management of operational supervisors and employees, and the ability to develop cohesive and productive teams.
- Proven ability to contribute to the development of operational strategies aligned with organisational goals.
- Advanced Project Management skills and the ability to manage civil operations, including projects and contracts and develop and manage budgets.
- Demonstrated ability to manage operational risks and workplace health and safety, including incident reporting and investigation.
- Strong organisational skills, including the ability to plan and organise work, and balance competing priorities.
- Ability to collect, analyse and interpret data, and provide advice to the Executive Officer.
- Effective Communication, interpersonal and negotiation skills, and ability to collaborate with internal and external stakeholders, including Board members and regulatory bodies, staff, and contractors.
- Ability to write operational management reports and present to senior management and the Board.
- Demonstrated ability to provide performance feedback to staff and identify training and development needs.
- Experience in change management and ability to create a positive safety culture.
- Proven ability to act decisively, and drive business improvement through efficient operations management.
- Competent in the use of MS suite and online Safety systems.
- Experience in managing water distribution systems is highly regarded.

2.3 Key Accountabilities of the Position

Lower Burdekin Water aspires to be a progressive water service provider through collaborative partnerships, delivering sustainable water resources for the benefit of stakeholders and the environment. To achieve this vision Lower Burdekin Water requires professional, passionate, well informed, honest, trustworthy, self-motivated, efficient, and reliable staff to deliver the highest possible standard to its ratepayers and community.

The following list sets out the Key Accountabilities and Duties associated with this position.

2.3.1 Workplace Health and Safety

- Perform the duties and obligations as an Officer and Person Conducting Business Units (PCBU) in accordance with the Work Health and Safety Act 2011 (Qld) and regulations.
- Identify, assess, and control risks in accordance with the requirements in the Work Health and Safety Act 2011 (Qld), its regulations and LBW's policies and procedures.
- Actively manage the application of Safety management systems, delegations, policies, and procedures to develop and foster a positive safety culture.
- Identify, assess, and effectively control hazards consistent with LBW policies and procedures.

2.3.2 Leadership and People Management

- Constantly drive a performance culture by holding people accountable to deliver and recognising and rewarding results.
- Manage the performance of direct reports in accordance with the performance management system and identify and provide training and development opportunities to improve job performance.
- Develop customer-focused, results-orientated operational staff, able and willing to provide quality service in response to customer needs.

2.3.3 Operational

- Ensure all operational risks are identified, assessed, and effectively controlled in accordance with LBW's Risk Management Frameworks.
- Manage planning and allocation of resources to complete operational activities to achieve forecasted business results.
- Manage the safe and efficient distribution of water and associated construction activities.
- Monitor aquifer heights and management of associated recharge activities.
- Develop and manage the business maintenance program to ensure reliable performance of plant, machinery, and infrastructure.
- Manage the identification and implementation of operational improvements, including the adoption and implementation of new technology.
- Plan and oversee the delivery of the approved business capital works program.
- Assist in the development and implementation of standards, procedures, and processes for operational areas.
- Develop and maintain effective working relationships with external stakeholders and business customers.
- Develop and manage operational plans and budget including monitoring and controlling costs.
- Compile monthly and annual reports, statutory water and business records, asset registers, water ordering and tendering documents.
- Ensure operational activities comply with all applicable laws, regulations & statutory

obligations and business policies and procedures.

2.4 Behavioural expectations of the Position

To be inserted once finalised – currently:

- Professional and inclusive,
- Goal oriented and self-motivated,
- Strong leadership,
- Advocate for change,
- Honest and factual,
- Respectful,
- Methodical and consistent

3. General

- ▶ Ability to undertake and perform higher duties from time to time, and
- ▶ Any tasks which assist in the successful administration of the business as reasonably instructed by the Executive Officer.

I hereby understand the requirements of the job description and position and will fulfil the obligations required of the key accountabilities, tasks, responsibilities and needs of the business.

Name: _____ **Date:** _____

Instruction for Managers

1. Give a copy of Position Description with letter of offer.
2. Copy signed Position Description for the Staff Member.
3. Update the Staff File Manager.
4. Place the signed copy on the staff file.

Instruction for Staff

1. Read the Position Description carefully.
2. Ask if you need any information clarified.
3. Keep a copy for you to use at work.
4. This may change with the Business.
5. Keep the Manager informed if changes occur.