

Position Description

POSITION TITLE: Team Leader Corporate Services	REPORTS TO: Manager Corporate Services
Pay Band: 5	
ORGANISATIONAL CONTEXT	
<p>Lower Murray Water 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>The Team Leader Corporate Services leads the Corporate Services Team in the delivery of corporate governance services and projects to meet Lower Murray Water objectives. This position is responsible for the development, implementation and review of operational policies, projects and management practices in relation to governance, legislative compliance, stores and procurement functions.</p> <p>Provides advice to key stakeholders in relation to procurement, governance, legislative interpretation and stores management. Freedom to act is subject to the <i>Water Act 1989</i> and other applicable legislation, regulations and subordinate instruments. Consideration should be given to the effect of decisions and actions taken on individual stakeholders and policy development, which may be significant. Such decisions and actions are usually subject to review by the Manager Corporate Services.</p> <p>Problems may be complex with solutions requiring some creativity. The ability to draw on previous experience and knowledge to research and identify issues and then to offer solutions and options in resolving issues is paramount along with the ability to recommend appropriate courses of action to the Manager Corporate Services.</p> <p>Capable of practical application of principles of corporate governance, procurement, legislative compliance and related functions in a government environment.</p> <p>Key responsibilities are undertaken within the framework of an understanding of the long-term goals of Corporate Services, having regard to relevant policy positions adopted by Lower Murray Water.</p> <p>Requires sound knowledge of budget development and management.</p> <p>Skills in managing time, setting priorities, planning and organising own work and that of supporting staff to achieve Corporate Services Team objectives efficiently, using available resources and within a set timetable.</p> <p>Capable of gaining cooperation from key stakeholders in the administration of key responsibility areas and in the supervision of the Corporate Services Team.</p> <p>Ability to effectively liaise with counterparts in other organisations to discuss specialist issues and with internal staff to resolve intra-organisational problems.</p>	

KEY ACCOUNTABILITIES		
KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
Leadership	<ul style="list-style-type: none"> Lead the Corporate Services Team in the achievement of organisational objectives through development of a Corporate Services Team Annual and Continuous Improvement Plan. In consultation with the Manager Corporate Services, prepare training and professional development initiatives to support acquisition and maintenance of skills within the Corporate Services Team. 	<ul style="list-style-type: none"> Demonstration of regular, timely and effective meetings with Corporate Services staff to support initial on-boarding, regular knowledge acquisition and support in the implementation of policies, systems and processes. Identification of individual performance development opportunities for Corporate Services staff, including demonstration of high performance through performance plans established under annual Professional Development Plan process and in accordance with Lower Murray Water’s leadership and talent management framework. Active engagement in key initiatives within the People Strategy and Gender Equality Action Plan to support the achievement of Diversity and Equality targets and strategic workforce objectives.
Customer	<p>Internal:</p> <ul style="list-style-type: none"> Coordinate the receipt and distribution of corporate information to support the development of organisational documents and reports, including but not exhaustively, the annual report of operations, corporate plan and reports to established sub-committees of the Board. Provide information, advice and recommendations to the Manager Corporate Services and Lower Murray Water staff in relation to procurement, governance, legal and contractual matters. Management of the Energy and Water Ombudsman of Victoria (EWOV) complaints as they arise, working to support both internal and external stakeholders. <p>External:</p> <ul style="list-style-type: none"> Act as the first point of contact for administrative enquiries in relation to key responsibility areas of procurement, governance and legal matters including but not restricted to leases and licences. 	<ul style="list-style-type: none"> Work activities support the development and adoption of key documents and recurrent annual obligations, such as the corporate plan, annual report and insurance renewal, by established deadlines. Support is provided to key stakeholders to implement industry best practice and regulatory obligations within key responsibility areas. Act as key contact during onboarding process for new and promoted staff in relation to key and relevant corporate service information. Effective and timely response to internal and external customer enquiries including but not limited to legal, insurance, corporate reporting, procurement and internal audit requirements. Verbal and written reports provided to the Manager Corporate Services to support information and briefings to Board sub-committees. Represent Lower Murray Water in external meetings as requested by the Manager Corporate Services.

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	<ul style="list-style-type: none"> Coordinate and provide required information requested by external auditors including but not limited to the Victorian Auditor-General’s Office, and Lower Murray Water’s appointed internal auditor. Finalise and supply recurrent external reports administered by the Corporate Services Team, and one-off reports as requested by the Manager Corporate Services. 	
Safety	<ul style="list-style-type: none"> Ensure compliance with all relevant OHS regulatory requirements and implement, promote and maintain Lower Murray Water’s OHS policies, procedures, training programs and initiatives. Participate in organisational surveys to measure the safety culture and employee engagement levels of the organisation. Ensure that Lower Murray Water provides a safe workplace that is free from harm from all forms of bullying, harassment, and discrimination. 	<ul style="list-style-type: none"> All assigned actions under the organisation’s Health and Safety Strategy are implemented, monitored and maintained. Workloads are monitored, with intervention strategies to reduce risks associated with high job demand implemented in a timely and effective manner. Improvement in employee engagement and safety culture survey results is achieved through the effective implementation of recommended actions.
Environment	<ul style="list-style-type: none"> Contribute to Lower Murray Water providing an environmentally friendly workplace. Demonstrate and comply with the General Environmental Duty (GED) in accordance with Part 3.2 of the <i>Environment Protection Act 2017</i> (Act) by integrating risk management into normal business practice. Compliance with the Act, Lower Murray Water policies and procedures as required to support best practice. 	<ul style="list-style-type: none"> Minimising the risk of harm to human health or the environment from pollution or waste by minimising those risk, so far as reasonably practicable / resources and delegation. Use and maintenance of plant, equipment, processes and systems in a manner that minimises risks from pollution and waste. Use and maintenance of risk management systems. The handling, storage and transportation of substances in a manner that minimises risk.

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		<ul style="list-style-type: none"> • Completion of training and transfer of knowledge relevant to upholding the General Environmental Duty.
Efficiency	<ul style="list-style-type: none"> • Implement and maintain core components of Lower Murray Water’s governance, procurement and legislative compliance framework. • Administer the internal audit program, including through acting as the primary point of contact to coordinate internal audit activities. • Implement and administer gender impact assessments in accordance with requirements set by the Commission for Gender Equality in the Public Sector. • Support the Manager Corporate Services to meet Lower Murray Water’s corporate reporting obligations. • Develop processes to enable on practical application of legislative requirements within key responsibility areas including through development of operational policy and procedures. • Prepare leases, licences and other agreements and formal instruments associated with the occupation and/or use and/or sale of Lower Murray Water owned and/or controlled assets. • Administer Lower Murray Water’s insurance portfolio and claims process for all over-excess claims. 	<ul style="list-style-type: none"> • Compliance with legislative and regulatory requirements associated with key responsibility areas is achieved and maintained. • Internal audit program is administered effectively and in a manner which supports delivery of planned annual audit program and regular reports on status of accepted findings. • Lower Murray Water complies with requirements under the <i>Gender Equality Act 2020</i> with respect to gender impact assessments. • External reports are aligned with model frameworks and structures set by regulators and state government agencies. • Operational policies, procedures and other assigned documents are up to date with annual desktop reviews undertaken to ensure any legislative changes are incorporated. • Leases, licences and other agreements and formal instruments are contemporary and consistent, and support is provided in the resolution of current or potential emerging issues. • Insurance renewals and over-excess claim administration activities are completed within required timeframes.

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	<ul style="list-style-type: none"> Support the Manager Corporate Services to design and implement a decentralised contracts and procurement framework. Oversee the procurement function including through reviewing and adjusting organisational processes associated with corporate card access and use. Support the Team Leader Stores to develop, implement and review processes associated with stores and inventory, with key consideration of fraud risk controls and year-end audit requirements. Support the implementation of, and maintain, system improvements which enable workflow efficiencies associated with Corporate Services activities. Support the Manager Corporate Services to prepare and monitor annual budget in relation to Corporate Services. 	<ul style="list-style-type: none"> Support is provided to Lower Murray Water staff, the Manager Corporate Services and the Procurement Officer, in the planning and administration of procurement activities. Technical skill and knowledge are applied in any implementation and administration of software solutions associated with Corporate Services key responsibility areas. Annual budget areas associated with Corporate Services, including stores, is planned and reflective of annual activities and expenditure against budget is monitored on at least monthly basis.
Capital	<ul style="list-style-type: none"> Engage with departments to support effective procurement planning associated with capital projects and delivery. 	<ul style="list-style-type: none"> Procurement planning is undertaken annually, with regular monitoring for adjustments and to ensure processes adhere to adopted organisational standards.

LEVEL OF AUTHORITY
Delegation Category E as per the current Instrument of Delegation.
NUMBER OF REPORTS

Direct Reports:

- Legal Officer
- Procurement Officer
- Team Leader Stores
- Governance Officer

Indirect Reports:

- Stores Officer (2 FTE)

SKILLS AND BACKGROUND REQUIREMENTS

Formal qualifications:

- Tertiary qualification in law, commerce or equivalent with significant experience in two or more of the following disciplines: legal, contract management, property, procurement, audit, governance.

Leadership:

- Demonstrable ability to proactively support and manage performance and skill development.
- Ability to develop and lead a positive, effective team environment.

Customer:

- Effective written and verbal communication skills so as to build and maintain strong working relationships with internal and external stakeholders.
- Ability to professionally and clearly convey technical information, and industry and legislative terminology to non-industry and/or non-technical experts.

Safety:

- Capable of maintaining an environment of physical and psychological safety, having regard for workloads with multiple, and at times conflicting, deadlines.

Environment:

- Sufficient knowledge of the provisions of the *Environment Protection Act 2017* as these apply to the role.

Efficiency:

- Demonstrated knowledge of and ability to interpret relevant legislation and government policy positions associated with corporate services activities.
- Well-developed IT skills and experience in software such as Microsoft Office and electronic Records Management Systems.
- Demonstrated capability to act in a self-directed manner, displaying initiative and sound judgement with the proficiency to coordinate tasks, set priorities and work to deadlines in a pressurised environment.

- Sound communication skills with the ability to produce concise documents with attention to detail.

Capital:

- Sound understanding of best practice procurement in a public service industry, including the ability to apply procurement principles in a practical setting.

Compliance Requirements:

- Current Victorian Driver Licence.
- Compliance with criminal background checks.
- 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: