

Position description



Environment Support & Improvement Specialist Operational Support & Improvement

Position information

Group:	Planning, Operations and Delivery
Reports to:	Principal Operational Improvement
Classification:	AO6

Your role

The Environment Support & Improvement Specialist is to lead and manage the successful delivery of Environment, Heritage & Land Use Planning (EHLUP) improvement initiatives through effective and efficient processes and governance. Your role requires you to lead, manage and influence stakeholders in EHLUP and across Seqwater to deliver services and solutions that create improvements in the delivery of key of environmental risk management processes whilst integrating improvement initiatives within the Seqwater Environmental Management System (certified ISO 14001:2015).

Seqwater's vision, values and promise

Water is essential for life. At Seqwater, it is our job to provide water for more than three million people across South East Queensland. We live and work in the communities we serve, and we proudly work together to deliver on our vision of *Water for Life*. We do this by living our values and keeping to our promise - *Safe for Life*.

Integrity, respect, care and courage are at the heart of the way we work and interact with our colleagues, stakeholders, customers and the communities every day.

About your group

The Planning, Operations and Delivery Group provide the ongoing asset management, operation and maintenance of Seqwater's water infrastructure assets and catchment areas, including the design and delivery of small to large upgrade and renewal projects (<\$40m) to ensure the ongoing provision of bulk water supply services to meet customer service requirements and regulatory obligations.



Key relationships

Leads others:	Nil
Internal customers:	EHLUP team Planning, Operations and Delivery Group People, Culture and Safety Group Corporate Services Customer, Strategy and Planning Group
External customers:	Consultants and Contractors

Key responsibilities

- Lead and manage the delivery of a range of improvement projects, ensuring they are delivered in accordance with scope, time, cost and quality requirements and adhere to Seqwater's externally certified Environmental Management System (ISO14001:2015).
- Ensure the delivery of improvement initiatives aligns with the discharge of complex environmental regulatory requirements and risk management processes.
- Deliver allocated projects through application of sound project management approaches, in accordance with Seqwater policies. This includes responsibility for controls and governance, risk management and reporting.
- Prepare and present timely reports for project performance against cost and schedule and provide briefings and prepare reports for business leaders, including the Executive Team and Senior Leadership Team.
- Use a risk-based approach to determine impacts of changes across Regional Operations, Sustaining Capital and other effected business groups for the key projects. Design and implement strategies to enable service continuity and address anticipated points of change resistance.
- Engage with Seqwater's Internal Communications to develop communication and participation plans to support the implementation of the key projects.
- Design and deliver workshops, training and specialist advice for key stakeholders impacted by changes from the key projects.
- Provide advice to business leaders and EHLUP to develop and implement corrective actions where change resistance and performance gaps are identified.
- Create and manage measurement systems and metrics to track adoption, utilisation and effectiveness of key projects, once implemented.
- Observe and comply with all Seqwater work health and safety, quality and environmental management systems and procedures.
- Undertake other duties which are assigned by the Principal Environment, Heritage and Land Use Planning or the Manager Operational Support & Improvement.
- In all duties, comply with the behavioural expectations set out in The Way We Work (Seqwater's Code of Conduct), and our policies and procedures.
- Promote a working environment that empowers staff to take ownership of their work, encourages innovative thinking, teamwork, enthusiasm and a consultative, customer focused attitude.



Qualifications and experience

- Tertiary qualification in Environmental Management, Science, Engineering or equivalent.
- Qualifications in project management
- At least 5 years' experience in leading and managing complex environmental projects in a complex organisational setting.
- Extensive knowledge of the complexities of environmental legislation and other applicable regulation.
- Exceptional demonstrated experience in managing the delivery of complex and multi-disciplinary projects and programs, including planning, organising, executing and reporting progress, preferably in a water related environment.
- Extensive knowledge of organisational change management and project management principles and methodologies, complimented by a solid practical understanding of how people progress through the change process.
- Proven ability to work in partnership with key stakeholders to achieve program outcomes and to facilitate successful organisational change.
- Demonstrated ability to influence others and to unite and move them towards a common shared vision or goal.
- Highly developed verbal communication and interpersonal skills to effectively liaise, influence, and negotiate with key stakeholders, external and internal clients, team members, regulatory authorities, consultation groups and other staff.
- Highly developed written communication and computer literacy skills including Project scheduling, to compile and develop professional, technical, and quality documentation and management reports on the program.
- High level of initiative with ability to work on and deliver multiple outcomes simultaneously within specified timeframes.