Position Title: Group Manager Intelligent Networks

Employment Type: Full-time, Fixed Term

Section: Service Delivery for Customers

Group: Intelligent Networks

Agreement: Individual Contract

Salary Band: Individual Contract

Reporting To: Executive Manager, Service Delivery for Customers

Approval Date: September 2017

Approved - Manager: Executive Manager, Service Delivery for Customers

Approved - HR: HR Advisor

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Background

Hunter Water Corporation delivers valued water, wastewater and associated services to Newcastle and the greater Hunter region. Our purpose is to enable the sustainable growth of the region and the life our communities desire, with high quality, affordable services. We are embarking on a new strategic direction to build a more innovative, collaborative and resilient organisation that is a thought leader in developing a sustainable water and wastewater future.

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Work Health Safety & Environmental Management

All staff support the development and continuation of a safety culture at HWC, fulfilling requirements of the Work Health & Safety Act 2011 (NSW). Employment with Hunter Water Corporation is subject to a pre-employment functional assessment and drug and alcohol testing for all preferred external applicants.

Hunter Water Staff are committed to environmental impact minimisation, and will assess WHS and environmental risk of undertaking any activity, report WHS and environmental incidents immediately, and respond promptly to any incident in accordance with relevant legislative obligations.

Specific responsibilities and accountabilities are defined in Hunter Water Corporation’s WHS Management System Manual and Environment Management System Manual.

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Risk & Regulatory

All staff ensure compliance with relevant legislation, HWC regulatory requirements, the Code of Conduct, Employment & Equal Opportunity, Diversity, Delegated Authority Manual and other people related policies and procedures.
Role of the Group

The work of the Service Delivery for Customers business unit underpins and enhances the Corporation’s ability to deliver on its purpose, values and drivers. Operating 24 hours a day, seven days a week, the team delivers high quality drinking, wastewater and recycled water services; that meet the needs of customers in the Lower Hunter, and comply with the requirements of Hunter Water’s regulators. This business unit has a key role in protecting public health and the environment.

Service Delivery for Customers is responsible for the operation and maintenance of all Hunter Water assets including; water catchments and dams, water treatment plants, transport network (reservoirs, pipes and pumping systems) and ultimately wastewater treatment plants and disposal or beneficial re-use of waste streams.

The Group Manager Intelligent Network is responsible for the real time control and monitoring operations necessary to enable safe, compliant, effective and efficient Service Delivery for Customers. The role also has responsibility for energy management and energy efficiency, SCADA management, and the development and implementation of the Intelligent Network of the future.

The Intelligent Networks Group is a key interface between the Customer and Operations Groups, and Maintenance Delivery and Capability Engineering. They are customer outcome and process focused, and their duties include: system monitoring and control, dispatch, resource management, after-hours customer service, operational change management, trend analysis, incident prevention, incident triage and management, information management, SCADA (and alarm) management, operationalising new assets, energy management, and energy efficiency. Other duties include design reviews and commissioning as part of Integrated Project Teams (IPT), shutdown planning and management, reporting, notification, and operational technical support. They are responsible for strategic matters including supporting the Field Service Model program, and managing the program for implementation of the Intelligent Network.

Comprising of system monitoring, system control, and the energy and SCADA teams, they are the initial interface for operational matters with relevant regulators (NSW Health, NSW EPA, etc), and other stakeholders (Ausgrid, RMS, etc). The Intelligent Networks Group is responsible for Control Centre, Energy, and SCADA performance, and has a key role to play in influencing other stakeholders.

Key interfaces include Finance (Electricity), ICT (Operations), and Customer Strategy & Retail Services (Customer Experience and Technical Services). While the Intelligent Networks Group will lead the SCADA Strategy and ‘SCADA, Automation and Control Workgroup’, the responsibility for these functions remains split between SDFC (IN & EMM) / I&I / ICT as defined through a dynamic RASCI. A hybrid call-centre model (in-house, contract resource augmented) works closely with the Intelligent Networks Group.

Overall Role Purpose

The Group Manager Intelligent Network is responsible for the real time control and monitoring operations necessary to enable safe, compliant, effective and efficient Service Delivery for Customers. The role also has responsibility for energy management and energy efficiency, SCADA management, and the development and implementation of the Intelligent Network of the future.

With oversight of the Control Centre and coverage of all Hunter Water assets (3 dams, 25 treatment plants, approximately 80 reservoirs, over 500 pumping stations, and 10,000km of water and sewer mains),
this is a critical role and a key member of the Service Delivery for Customers Leadership Team.

Key Responsibilities

**Leadership**
- Lead Group; set effective goals and drive performance with clarity, communication, coaching & culture
- Become a recognised Work Health and Safety leader
- Identify, lead, or support change (and change management) to improve organisational performance
- Develop capability of teams and individuals, including the next generation of leaders
- Proactively understand and manage Group morale and individual wellbeing
- Develop a continuous improvement culture; promoting curiosity, innovation, learning, and development

**Customer**
- Drive exceptional customer service; internal and external to the Group, business unit, and organisation

**Quality**
- Champion group and business unit compliance with legislated requirements and management systems including WHS, Environment, Quality, Water Quality, Asset Management, and Information Security
- Undertake general investigations and prepare ad-hoc or routine reports as required

**Commercial**
- Ensure Group is efficient, and their influence facilitates productivity in other Groups
- Develop, manage and optimise operating budgets and forecasting
- Develop, manage and optimise capital budgets and forecasting, including WIP

**Functional**
- Through oversight of the Intelligent Network Group;
  - Monitor system availability and capability, configuration and performance in real time
  - Proactively control system operation and alignment in accordance with approved protocols
  - Triage and manage incidents, assigning actions, notifying stakeholders, and/or escalating in a timely manner
  - Manage operational interfaces (with adjacent utilities, private network operators, and other stakeholders) in real-time
  - Manage data integrity, ensuring traceability, accessibility and appropriate quality and auditing
- Manage the Intelligent Network related elements of the Treatment Operations Contract, which involves:
  - Monitoring alarms, notifying Treatment Operations Contractor in accordance with the contract
  - Setting and optimising performance standards
  - Regular consultation to ensure alignment between client and service provider goals
  - Development and/or input into operational and maintenance strategies
  - Monitoring energy consumption, and managing operational budgets, forecasting, and invoicing
  - Develop, fund, implement, maintain and optimise energy efficiency initiatives
- Champion Energy Management across Hunter Water, leading initiatives such as the ‘Code Warm’
• Maintain connection with industry best-practice and innovation in relation to intelligent operations, intelligent networks, energy management and SCADA operations
• Champion Energy Efficiency across Hunter Water, setting standards and monitoring performance
• Provide input into Intelligent Networks Group related Planning, Design, Construction, Commissioning, Acceptance into Operational Service, Maintenance, and Renewal of Hunter Water or 3rd party assets which may have an impact on Hunter Water’s operations
• Liaise and interact with all stakeholders, per established and approved protocols, maintaining Hunter Water’s integrity and reputation:
  o NSW EPA
  o NSW Health
  o Emergency Services including NSW SES
  o DPI Water
  o NSW Food Authority
  o Private Network Operators & adjacent Water Utilities
  o Other stakeholders as required, including Ausgrid, Jemena, Telstra, RMS, and Councils
• Act as chairperson for the following Hunter Water committees:
  o Intelligent Network Integrated Project Team
• Act as a key stakeholder on the following committees:
  o Field Service Model Integrated Project Team
• Develop and continuously improve Intelligent Networks Group documentation including:
  o Operational Procedures
  o Contingency and Business Continuity Plans
  o Energy Management Plans, Standards, and Procedures
  o SCADA Plans, Standards, and Procedures
  o Input to documentation managed by other Service Delivery for Customers Groups
• Develop and present system familiarity, training and information sessions
• Identify, investigate and respond to trends or complex issues
• Contribute to National Water Initiative (NWI) returns, Operating Licence and other Internal/External Audits, or provide other responses as required including benchmarking such as AMCV & Aquamark

**Incident & Emergency Management**
• Champion ‘Incident Management’ from a business unit perspective, working closely with the Resilience Manager in Corporate and Legal to ensure capability and capacity within Service Delivery for Customers
• Manage Duty System Manager (DSM) Roster. Develop, deliver and optimise the training program for the next generation of DSMs.
• Perform incident and emergency management duties as an incident controller, functional area coordinator, or other roles as required during business or after hours.
  o This role is nominated as a lead ‘Incident Controller’, with duties described in the Hunter Water Corporate Emergency Plan, though they may undertake ‘Deputy’ or other duties.
• This role may be required to undertake duties in an after-hours roster, or provide management coverage after hours, during weekends or public holidays, or Hunter Water shutdown periods, with
This position description does not form an exhaustive list of your duties. You may be required to undertake other tasks and activities as required by the business from time to time. The Corporation reserves the right to amend or update your position description in accordance with business needs.

### Education / Experience and Skills

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<tr>
<th>Category</th>
<th>Requirement</th>
<th>Details</th>
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<tr>
<td><strong>Formal Education</strong></td>
<td>Essential</td>
<td>Tertiary qualifications in engineering, science, or equivalent related discipline</td>
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<td>Desirable</td>
<td>Business, management or other relevant qualifications</td>
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<td><strong>Work Experience</strong></td>
<td>Essential</td>
<td>More than 5 years’ experience in the management or oversight of the operation of a distributed network of assets</td>
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<td>More than 2 years’ team leadership experience</td>
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<td>Desirable</td>
<td>Experience in customer contact centre or dispatch centre management</td>
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<td>Experience in water, wastewater, recycled water or stormwater service delivery</td>
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<td>Experience in energy management and/or energy efficiency</td>
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<td>Experience in SCADA management</td>
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<td><strong>Skills (Technical Knowledge etc)</strong></td>
<td>Essential</td>
<td>Ability to effectively lead your team(s), contractors, and apply situational leadership across the organisation (eg. Integrated Project Teams, Strategic Initiative Teams, Incident Teams, etc)</td>
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<td>Build effective working relationships and influence a diverse range of internal and external stakeholders; with strong communication, negotiation and interpersonal skills (including business writing and presentation skills)</td>
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<td>Work autonomously with limited direction, identifying trends/issues and acting with initiative to deliver solutions and outcomes, bringing relevant matters to the attention of the Executive Manager</td>
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<td>Demonstrated ability to effectively manage challenges and changing priorities whilst delivering to team and corporate deadlines</td>
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<td>Ability to effectively utilise information technology systems, including incident management, control and monitoring, geographical information, enterprise resource planning, and engineering plans/drawings/P&amp;ID/ACMM, etc</td>
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<td>Ability to perform duties as an Incident Controller and Duty System Manager, acting independently if required (or commitment to develop capability)</td>
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<td><strong>Behaviours</strong></td>
<td>Essential</td>
<td>Model Hunter Water’s organisational values of Wellbeing, Innovative, Honest, Excellence, Courage and Collaborative.</td>
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<td>Results oriented with a high level of self-motivation, and the ability to work autonomously and as part of a small team.</td>
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<td>Agree to act within the requirements of Hunter Water’s policies and applicable legislation, including; WHS, environment, quality, asset management, and</td>
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<td>information security; reporting all incidents, hazards and near-misses.</td>
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PRE-EMPLOYMENT MEDICAL: NO  
CRIMINAL BACKGROUND REQUIREMENT: YES