

# PROGRAM MANAGER

- **Project manage a national pipe rehabilitation research program**
- **Engage with representatives from across the Australian water sector**
- **Benefit the water industry and their customers through better asset management solutions**

## Introduction

The Water Services Association of Australia (WSAA) is the peak body of the Australian urban water industry. Its members provide water and sewerage services to approximately 20 million Australians and to many of our largest industrial and commercial enterprises.

WSAA provides a forum to discuss issues of importance to the urban water industry and, where appropriate, is a focal point for communicating the industry's views. It facilitates cooperation to improve the industry's productivity. WSAA also supports urban water service providers in meeting community expectations in relation to the environment, sustainability and public health in a cost-effective manner.

WSAA's vision is for Australian urban water utilities to be valued as leaders in the innovative, sustainable and cost-effective delivery of water services. WSAA strives to achieve this vision by promoting knowledge sharing, networking and cooperation amongst its members. WSAA identifies emerging issues and develops industry-wide responses and is the national voice of the urban water industry, speaking to government, the broader water sector and the Australian community.

WSAA serves its members by:

- Promoting knowledge sharing, networking and cooperation for the benefit of the urban water industry;
- Identifying emerging issues of importance to the urban water industry and developing strategic responses;
- Developing industry-wide approaches to national water policy issues;
- Being the voice of the urban water industry at the national level;
- Facilitating strategic standardisation, industry performance monitoring and benchmarking;
- Delivering projects and research outcomes of national significance; and
- Providing information and communicating in a timely and effective manner.

## The position

The CRC-P Program Manager is a mid-level position within WSAA that reports to the Asset Management Program Coordinator and is accountable to the program Committee of Management. The Program Manager is responsible for a \$23M CRC-P project to enhance our understanding of pipe lining materials. The Project Manager role will engage with the senior project governance groups – Committee of Management, Project Steering Committees and oversight technical working groups. The person will be involved in all aspects of liaison between water utilities, manufacturers, applicators and universities. Progress will be regularly monitored through milestones and deliverables agreed with the project's funding partners.

The position has responsibility for providing project-wide operational and financial management together with high quality customer focused services. The position must maintain all administrative arrangements, provide timely information flow, be aware of all stakeholder requirements and maintain effective liaison between all stakeholders.

## Key result areas and responsibility

- Supervise and undertake management and delivery of the CRC-P program. Oversight and delivery of the agreed program of work ensuring that major milestones are met and delivered within budget. Keep WSAA and the Committee of Management informed of progress and emerging issues.
- Ensure all project activities are undertaken in accordance with the Smart Linings For Pipe and Infrastructure Participation agreement and Commonwealth CRC-P agreement.
- Ensure an integrated program of activities across all project areas to avoid duplication and maximise the value to the project.
- Coordinate high level program meetings. Deliver strategic documents, policies and procedures as required. Ensure all project outputs, including newsletters and project updates are of a high quality and produced according to the project timeline.
- Coordinate Project activities with relevant stakeholders including the establishment and maintenance of productive relationships with all stakeholders and project members to ensure appropriate project updates, hand-over of materials and reporting are completed, and to ensure high quality performance of the Project.
- Provide effective liaison between the Project and the Parties to the project and be the first point of contact for stakeholders and team members.

- Maintain systems and support structures that ensure WSAA meets its funding obligations with all external agencies.
- Ensure that research findings are converted into clear and technically sound reports that the industry partners can readily utilize in their operations. This includes regular presentations of the findings of the program to project participants and the Australian water industry.
- Keep informed of trends in water pipe lining techniques and technologies to ensure that the project outcomes remain contemporary and relevant.
- Coordination and facilitation of events, including workshops and technical transfer sessions with varying audience types.

## Professional requirements

The CRC-P Program Manager requires the following skills:

- A good technical understanding of civil engineering, preferably with an understanding of design standards. An advantage would be a knowledge of pipe lining technologies.
- Demonstrated ability to engage with people, understand their needs and requirements and deliver outcomes that meet those requirements.
- Strong influencing and negotiation skills. Demonstrated ability to achieve outcomes in a timely manner through influencing others without direct authority;
- Excellent written and oral communication skills with a demonstrated ability to communicate and negotiate at all levels. An ability to convert scientifically complex information into practical information that is easy to understand and apply.
- High standard of proficiency in the use of software packages e.g. Word, Excel and PowerPoint and the ability to present information in a variety of formats including written, graphical and tabulated forms.
- Demonstrated ability to manage projects with experience in contract management.
- Ability to provide leadership to multidisciplinary teams.
- The ability to work independently and engage with colleagues in multiple office locations.

## Personal qualities

The Asset Management Project Coordinator should have:

- A high level of respect and integrity;

- A positive attitude, initiative, drive and enthusiasm;
- Confidence and a high level of self-motivation;
- A strong customer service focus;
- Good people skills;
- Excellent listening skills; and
- A genuine interest in the development of the water industry

## Qualifications

Appropriate tertiary qualifications, including a Degree level qualification or above in Engineering or Applied Science.

## Experience

- At least ten years' experience in one or more aspects of asset management or engineering;
- Sound understanding of the water industry and preferably at least five years' experience working in the industry;
- Demonstrated ability to coordinate and motivate a diverse team of people;
- Customer or stakeholder engagement experience; and
- Demonstrated project management ability.

## Other job related information

- Interstate travel to attend meetings and conferences will be required from time to time, including some overnight stays. Where possible meetings will be undertaken via teleconference.
- Flexibility of working hours and a reasonable level of overtime may be required to complete tasks as workloads vary from day to day and project partners cross different time zones.



## Term of appointment

The appointment is for 2 years. The position would be based at the WSAA offices in Melbourne. Some travel within Australia will be required.