

Development Engineering Manager

Classification	Band 5
Team	Land Development / Customer & Stakeholder Experience
Reporting to	Manager Land Development Services
Location	Office based in Bridge Street, Bendigo
Effective Date	March 2024

Working at Coliban Water

Underpinning healthy people is healthy water!

Every day almost 180,000 customers in North Central Victoria trust us to deliver the water and sewage services that underpin the health and prosperity of their communities – now and tomorrow. We deliver these services to residents, farmers, businesses, and industry in 49 communities in an area spanning more than 16,500 square kilometres.

Led by our vision **healthy water, healthy people**, putting our customers and communities first is part of our DNA.

Day-to-day this means we maintain and upgrade the water and sewage pipes, pump stations and treatment plants we all rely on. And it's why we've set a bold strategy to build on that trust, enhance our natural environment, strengthen water security and resilience, and help shape the future of our region for the better.

While we're proud to lead the way, we know our success will come from deep understanding and collaboration. We engage regularly with and learn from our customers, communities, Traditional Owners, strategic partners, and others – because as locals, too, we know the best outcomes are realised when we all work together.

What we stand for

We're focussed on a culture of Earn the customer, Own the risk, and Act. This underpins our ability to deliver high quality services to our region.

Earn the customer	We exist to serve our customers. We 'wow' them with an outstanding experience.
Own the risk	We take responsibility and are accountable to our customers and communities.
Act	We are brave in our decision making and take action. We make good judgements based on evidence and we follow through.

Working with us, you'll be joining a vibrant, dynamic, and supportive team that:

- Respects, supports, and collaborates with the First Peoples of the land on which we live and work.
- Champions an inclusive culture that celebrates diversity.
- Is committed to flexible work and balance.
- Is a leader in the area of social justice, which sees us challenging the way we work to improve gender equality and support those impacted by family violence.

At Coliban Water we balance a small team rhythm with the reach and resources of one of the largest Victorian regional urban water corporations.

With big plans on the drawing board over the next five years, it's a great place to take the next step in your career.

What are you waiting for? We'd love you to join us.

Position overview

This role is part of the Customer & Stakeholder Experience Group and has a pivotal contribution to Coliban Water's success by being focussed on ensuring Coliban Water provides high quality customer services by efficiently and effectively managing water resources, water and wastewater systems, creating and managing infrastructure, oversight of our strategic partners and planning for long term growth and development of the region.

The purpose of this position is to ensure that assets provided by the Development community meet the appropriate standards and requirements of Coliban Water. The Development community comprises property owners, consultants, developers, surveyors seeking to subdivide and develop land to satisfy the future growth needs of the region.

The Land Development Services team provides services to the Development community who install assets to service their developments which are then vested to Coliban Water for ongoing servicing and maintenance.

This role will focus on the ensuring timely response to planning applications for development and subdivision and the provision of relevant infrastructure to facilitate it to Coliban Water standards through management of the Planning Application and Developer Installed Works workflows, while responding under the instrument of delegations. This role will also deliver technical advice and guidance to staff, developers and the consultants and surveyors working on their behalf.

The Land Development Services team embraces the business trademark behaviours and aims to be:

- Proactive
- Approachable
- Consistent

Position dimensions

Capital and expenditure budget	In accordance with the Organisational budget
Authorities/delegations	Please refer to Coliban Water' Instrument of Delegations
Number of reports	Up to 5
Internal working relationships	All Coliban Staff, Executive and Senior Management
External working relationships	Government and regulatory agencies, customers, community groups, consultants, civil contractors, property developers, surveyors & water industry networks
Other	Planning Applications: Councils Mains Extensions: Developers, represented by their consultants.

Key result areas

Customer focus

Ensure the delivery of timely and quality customer focussed outcomes by:

- Provide authoritative advice to developers/consultants and land development staff regarding design and construction expectations for new assets.

- Respond to enquiries by consultants, customers and the Land Development community and provide advice regarding specific Land Development issues.
- Build and maintain relationships with the Land Development community and other stakeholders.
- Represent Coliban Water in discussions with the Land Development community and other stakeholders.
- SME and point of escalation for objections or complaints relevant to sewer and water mains extensions being constructed according to Coliban Water's developer installed works process.
- Responsible for the review and approval of education plans submitted by consultants in lieu of required works that will facilitate our agreement to early statement of compliance for a development stage of a planning application including the negotiation and approval of bank guarantees linked to these plans to protect Coliban Water from associated risks.

Leadership and Resourcing

- Provide effective team leadership (including direction, overview, performance setting, guidance and advice) to team members as appropriate.
- Promote and maintain good staff morale.
- Provide overview and review the work of the team and consultants submitting designs to Coliban Water.
- Monitor team KPI's to ensure compliance with both statutory and internally response times as detailed in business policies and procedures.
- Responsible for the management of 2 department workstreams including the resolution of issues and development of solutions arising from those activities to be incorporated within our formal responses.

Planning Applications

Ensure all Planning applications are processed in a timely manner, in accordance with legislation and policy requirements by:

- Review Planning Applications against relevant legislation, technical standards and Coliban Water policies and provide advice to the relevant council on Coliban Water's specific conditions or requirements.
- Review department systems and procedures, identify improvements and make recommendations to the Development Services Manager.
- This role is considered a recognised reference point for Planning Application matters with external parties and is the first point of escalation with respect to the application of specific conditions to meet Coliban Water

Developer Installed Works

Ensure all Mains Extension applications are processed in a timely manner, in accordance with policy requirements by:

- Review and authorisation of designs for the provision of new water, wastewater and recycled water services and provide advice to consultants regarding items requiring amendment to meet standards.
- Management of the auditing all aspects of the construction and acceptance by Coliban Water of new water and sewer assets and act as the escalation point for issues identified in these inspections with interpretation and application of the regulations with professional discretion.
- Manage and monitor shared asset works funded through discretionary grants in accordance with procurement policy and procedures.
- Sewer pump station project management of the delivery by land developers and integration into the Coliban Water network through the developer installed works process, the negotiated NCC framework and external service provider requirements.

- Planning and scheduling of internal and external stakeholders engaged in the commissioning and acceptance process for pumping stations including timing and coordination of all necessary testing and asset handover documentation.
- Responsible for maintaining sewer pump station technical standards documentation to ensure the most up to date standards are applied to new specific letters of conditions.
- This role is considered a recognised reference point for Developer Installed works matters with external parties.
- Responsible for Coliban Water formal responses under the Instrument of delegations for authorising agreements and approvals with external parties with approximately 2,400 authorisations Per Annum.

Performance level

Action and accountability	This role is required to provide sound advice and recommendations. Advice is provided through drawing on policy, procedure, process and professional standards. This position is specialised in its field and supervision provides guidance and support only when needed.
Judgement and problem solving	This role makes decisions through considering a variety of alternatives. Considerations may include established management systems, standards, budget parameters and equipment. Problem resolution is frequent, with the type of issues reoccurring. To resolve issues the role will require consideration of various influences together with the conceptualisation, development of ideas, detailed analysis and development of action plans.
Specialist knowledge and skills	Comprehensive understanding of the relevant Water Services Association of Australia sewer and water codes and associated regulations. An understanding of the Water Act sections related to this role. Ability to interpret AS3500 Plumbing Regulations and how they interact with other regulations.
Interpersonal skills	This role operates within the space of negotiation, conflict resolution and or inspiring change. Communication has the purpose of persuading others for the matter of procedures, methods or strategies where differing opinions may exist. This role also requires the ability to lead and motivate others in the achievement of objectives (resolution of conflicts over priorities, resource use, technical concepts and management decisions).
Qualifications and experience	Substantial working knowledge and experience in Development Services together with qualifications acquired through: A tertiary degree in Civil Engineering or similar relevant qualification with a minimum 5-years' experience.

Shared goals

Health safety and wellbeing	Prioritise your own and others' health, safety and wellbeing by complying with the relevant Occupational Health & Safety legislation and Coliban Water's safety policies and procedures, including reporting hazards and incidents, and ensuring a discrimination-free work environment.
Environmental stewardship	Demonstrate a strong commitment to environmental stewardship by adhering to high standards, sustainability principles, and complying with relevant regulations.
Information security	Comply with all IT policies, complete security training and promptly report any suspected or identified issues.
Victorian public sector values	You'll uphold the values of responsiveness, integrity, impartiality, accountability, respect, leadership, and human rights, to strengthen the organisation's effectiveness in the public sector.

Special assessment and requirements

- A valid and current Australian workers' rights.
- You will be required to complete all core-training requirements in the expected timeframes.
- This is a manager position with critical responsibilities to business delivery. From time-to-time work outside of your regular business hours may be required, or you might be required to work at remote locations requiring overnight stay on occasion.
- You may also be requested to undertake pre or post-employment testing, such as psychometric testing, medical assessments, drug testing, police checks, security clearances, and other assessments.

Success profile

In addition to the qualifications and experience specified above, you will be required to meet the following criteria:

- Tertiary qualification in civil engineering, or similar qualification relating to the water industry and commensurate experience in a similar role, including significant experience in the water and or land development industry.
- Demonstrated technical knowledge of water and wastewater infrastructure and the Water Services Association of Australia's Water Supply and Sewerage codes.
- Ability to interpret technical drawings and standards and make decisions based on defined guidelines and principles.
- Strong customer service skills and demonstrated ability to communicate effectively, both written and verbal, with strong attention to detail and high level of accuracy within deadlines.
- Computer literacy with well-developed skills in word processing, databases and geographic Information Systems.
- Creative communications skills with the ability to apply change management principles and facilitate business outcomes by working cross-functionally and collaboratively with other teams.
- Ability to build and maintain strong professional relationships and to communicate, influence and negotiate outcomes with both internal and external stakeholders.
- Proven experience in understanding and utilising quantitative and qualitative data to deliver data-based business recommendations.
- Ability to work under pressure with tight deadlines and well-developed project management experience with evidence of requests, reports and projects delivered on time.

Position acceptance

I have read and understand the contents and obligations of this position description. I also understand I have obligations to comply with all Coliban Water policies and procedures.

Employee name

Employee signature

Date