

Infrastructure Program Manager

Classification	Band 6
Team	Assets & Operations - Infrastructure
Reporting to	Corey Bourne Manager Infrastructure
Location	Office based at Bridge St, Bendigo
Effective Date	1 April 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 Assets & Operations 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 key programs of major infrastructure investments.

The Program Manager is responsible and accountable for the delivery of a wide-ranging programs of made up of major and complex infrastructure projects in support of the Infrastructure Group's objectives. These objectives include meeting all customer and stakeholder needs whilst ensuring compliance to budget, time, safety, environmental and quality requirements including all technical and professional standards and related legislation such as Occupational Health & Safety Act.

This role contributes to the team by:

- Leading the delivery of assigned programs and ensuring they are delivered on time, on budget and to specification
- Develop of procurement strategies for effective delivery of the programs and management of the procurement processes.
- Ensuring the programs are appropriately resourced including resourcing needs to support or participate in the project teams from across the organisation
- Engagement and coordination of internal and external resources
- Ensuring programs and/or project reporting is complete in a timely and accurate manner
- Actively leading the Project Team in the delivery of projects from project inception to project handover this includes the early phases of a project where the project manager may be working in another team
- Undertaking project evaluations, investigations and feasibility analysis
- Preparing and/or reviewing of all documentation required and ensuring the documentation meets the required standards (i.e. regulatory, contractual, procedural etc.)
- Proactively stakeholder engagement and management
- Ensuring all project risks are identified and managed
- Facilitating lessons learned and project completion reviews and ensuring all improvement initiatives are captured and fed back through continuous improvement processes
- Ensuring that Coliban is a safe workplace and maintains a sustainable environment and meets all its statutory obligations

With an increase in investment and the ramp up in capital delivery across the Coliban Water region, this role would be well suited to someone with extensive experience in delivering large programs of work, managing large construction projects and/or long term construction works/service contracts. The successful candidate will have demonstrated leadership and management skills and possess drive, strong communication and interpersonal skills and excellent technical knowledge along with the ability to coach a team to success.

Position dimensions

Capital and expenditure budget	In accordance with the Organisational budget
Authorities/delegations	Please refer to the Financial Delegations Policy
Number of reports	Up to 6
Internal working relationships	All Coliban Water Staff.
External working relationships	Contractors, consultants and suppliers, BOOT contracts stakeholders - Bendigo Water Services, ETE Coliban, Service Stream, Regulators

Key result areas

Program planning

Creating and overseeing the program management plan for the assigned program(s), including defining the program scope, identifying the stakeholders, developing the schedule, allocating the required resources, establishing the communication protocols and identifying potential risks.

Program, Project & Construction Management

Ensure the assigned program activities are delivered effectively and efficiently meeting all key performance metrics and stakeholder requirements:

- Overseeing of the effective delivery of the assigned programs including the execution of projects within the programs from project inception to project handover
- Preparing and reviewing of the tender and contract documents prior to market engagement
- Development of the procurement strategies for effective program delivery and leading the procurement phase of the programs
- Effectively manage the risk and opportunities of the assigned program and projects in accordance with Coliban Waters Project Risk Management Manual
- Ensuring all planning and regulatory approvals are obtained in a timely manner and all permit obligations are met within the specified timing on the permit.
- Preparation of project plans and manage of the program and contractors in accordance with Coliban's integrated quality standards
- Ensuring that construction work meets all relevant standards and regulations
- Providing a technical overview of the project's design, documentation and implementation plan
- Ensuring program and/or project reporting is complete in a timely and accurate manner
- Ensuring that the project meets all safety, environmental and quality standards and regulations including completion of all audits and timely close out of actions.
- Acting as the Superintendent or Superintendents Representative as required for a broad range of assigned construction contracts and projects

Team Leadership

- Lead and mentor members of the Infrastructure Team by encouraging them to live the Coliban Water Culture of Earn, Own, *Act* and apply good judgement
- Assist in building the Infrastructure team's knowledge, experience and capability to deliver
 - Operational excellence
 - Continuous improvement
 - Customer value.

- Drive operational excellence by maintaining a focus on safety, high performance and continuous improvement whilst driving performance with clarity, communication and coaching.
- Identify, lead and support change to improve organisational performance, encouraging those that challenge the status quo while ensuring a focus on proactive solutions.
- Provide clarity, direction and regular feedback for the team and develop the capability of individuals.
- Proactively work to develop group morale and individual well-being
- Actively participate in *Owning the risks* across Assets and Operations to make decisions that drive the Asset and Operations Brand Elements:
 - **Our Priority is our Customers Health and the Environment**
 - **Take Pride in our Assets**
 - **Fight for 100% Service Reliability 24/7**

Resource Management

Ensure all program and project resources are managed effectively and efficiently by:

- Independently and effectively managing a broad range of internal and external resources including consultants and contractors
- Provide support and advice to the Manager Infrastructure for incorporation into the Infrastructure teams resource planning
- Be accountable for program and project budgets & meeting of milestones and project deliverables
- Provide professional advice, leadership and guidance to less experienced engineers and staff

Performance level

Action and accountability	This role provides expert advice and counsel to the business. It will be able to lead the investigation of major risk and issues. Development of strategies to resolve problems is a key feature for this role along with a direct influence over policy/ program development or delivery.
Judgement and problem solving	This role provides expert advice and counsel to the business. It will be able to lead the investigation of major risk and issues. Development of strategies to resolve problems is a key feature for this role along with a direct influence over policy/ program development or delivery.
Specialist knowledge and skills	Specialist knowledge and experience in managing large programs of works and construction projects (at least 10 years), along with experience in the management of wastewater systems and recycled water systems, including treatment plants. Demonstrated experience in managing teams in the completion of successful projects.
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).
Leadership level	<ul style="list-style-type: none"> • Lead self: Core skills demonstrating initiative, collaboration and communication. • Lead others: Leads, guides, and influences a team.

Qualifications and experience	<p>Expert working knowledge and experience in managing large programs and projects together with qualifications acquired through:</p> <ul style="list-style-type: none"> - A tertiary degree in Engineering or Construction Management or related field - Post graduate qualifications in Project Management are desirable.
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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.
- 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:

- 10 years proven experience as a Construction Project Manager.
- Bachelor degree in Engineering or Construction Management
- Post Graduate Qualifications in Management or Construction is advantageous
- Solid knowledge of local construction standards, regulations, methodology and culture.
- Excellent Leadership and Communication skills.
- Ability to build and run an effective team.
- Motivated and career driven.
- Result driven.
- Drive to work on large projects.

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.

Type or print name	Insert signature	Click or tap to enter a date.
Employee name	Employee signature	Date