

POSITION DESCRIPTION

Position Title	General Manager Business Services
Division	Business Services
Award Classification	Executive
Manager	Managing Director
Date Last Updated	September 2021

1. COMPANY OVERVIEW

Central Highlands Water (CHW) is a non-metropolitan Water Corporation based in Ballarat and delivers essential and sustainable water and wastewater services for a regional population of approximately 155,000.

CHW provides fully integrated water services, in a true 'catchment-to-tap-to-catchment' approach. This involves the collection and storage of water, filtration and disinfection, delivery of water, and collection and treatment of wastewater including the beneficial use of recycled water.

2. PRIMARY ROLE OF POSITION

The position of General Manager Business Services is a member of the executive team that reports directly to the Managing Director and is responsible for the management of the Business Services Division.

The General Manager Business Services commits to and operates within the bounds of the Mission, Vision and Values of CHW and will ensure that -

- (i) The operational delivery of areas of Business Services is delivered in a seamless service to CHW 's customers, both internal and external.
- (ii) All operations of the Business Services Division operate within the bounds of all relevant legislation and organisational policies and procedures.

3. ORGANISATIONAL RELATIONSHIPS

This position reports to the Managing Director and manages the following functions:

- Finance
- Risk & Governance
- Procurement
- Business Intelligence
- Executive Assistant (shared resource)

Internal liaisons –

CENTRAL HIGHLANDS REGION WATER CORPORATION
General Manager Business Services

- Managing Director
- Board and Committees eg. Audit & Risk
- Executive Management Team
- Senior Management Team
- General Staff

External liaisons –

- State and Federal Government Departments inc TCV, DELWP, DTF
- Regulators – particularly the ESC
- Industry Groups – WSA, IWA, AWA
- Water Corporations (including Special Interest Groups)
- CHW Customers and Community

4. POSITION AUTHORITY

The authority of the General Manager - Business Services is limited by delegations of authority from the Board and or the Managing Director contained in Policies and other delegations.

Whilst complying with all legal requirements, statutory or otherwise pertaining to the position:

- (a) Acknowledge ultimate accountability for the role to the Managing Director.
- (b) Act as General Manager - Business Services under the terms and conditions as determined by the Managing Director.

5. KEY ACCOUNTABILITIES

The General Manager - Business Services is responsible for:

- Overseeing the preparation and reporting of the Corporation and Division's operating and capital expenditure budgets and programs and providing the relevant reporting to external agencies.
- Assist the development and implementation of CHW's five year pricing plan;
- Overseeing the development and ongoing review of Corporate policies and procedures;
- Participating as a member of the Executive Management Team in the overall management of the Corporation, attending Board/Management meetings as required by the Managing Director and providing specialist advice and support to the Managing Director, Executive Management Team and Board.
- Managing the Business Services Division to ensure its KPI's and projects are achieved to the targets and standards set for the Division;
- Establishing and maintaining effective, professional relationships within the Industry.
- Adopt a pro-active risk management approach to all the Corporation's activities under the incumbent's responsibility and ensure that risks are identified, quantified and controlled, and that all Corporation employees, contractors and the community are protected against harm.

Finance

- Plan, develop and implement the agreed long-term financial strategy for the organisation.

CENTRAL HIGHLANDS REGION WATER CORPORATION
General Manager Business Services

- Ensure sound management of the Corporation's financial assets, investments and revenue streams.
- Ongoing development, implementation and review of financial policies and standards to meet Water Industry accounting standards.
- Plan, oversee and coordinate the management and finalisation of the preparation of Annual Budgets (including monthly reporting) and the Annual Financial Statements.
- Undertake economic/financial modelling of the Corporation's business and business development opportunities to support the development of the Corporate and five-year Water Plan.

Strategic Procurement

- Develop and implement a Procurement Framework that delivers value for money, sustainability and is socially responsible.
- Provide advice and support to the business to drive greater efficiency in process and better procurement outcomes.
- Ensure risks of fraud and corruption are managed through education, robust controls and compliance monitoring.
- Oversee the development, management and implementation of efficient and proactive building and fleet maintenance services with a focus on safety and security.

Risk & Governance

- Ensure sound Corporate Governance practices and principles are applied across the business based on a foundation of integrity
- Coordinate and support the business in achieving regulatory compliance.
- Develop and maintain CHW's Risk Management Framework including Corporate Risk Register, Risk Appetite and Risk Management Policy.
- Drive a positive risk culture which balances appropriate assessment and treatments for both threats and opportunities.

Business Intelligence

- Develop insight and analytical platforms, tools and processes to improve business decision making.
- Work with the business to identify, prioritise and solve business problems. This includes developing self-serve options and lifting the internal analytical capability of our people.
- Oversee the Board and Committee KPI framework and reporting outputs.
- Develop data governance strategies and principles to ensure integrity and accessibility of data sources.

Program Management Office – Strategic Initiatives

- Develop and implement an enterprise-wide approach to integrated strategic planning

CENTRAL HIGHLANDS REGION WATER CORPORATION
General Manager Business Services

- Oversee development and governance for the delivery of a program management framework for strategic initiatives
- Lead business transformation by overseeing the delivery of improvement projects that support the organisation to continuously and measurably improve customer and employee outcomes
- Advocate for the change management program, ensuring that senior leaders understand what it means to support and embed change

General

- Executive lead on the Audit & Risk Committee which includes responsibility for the development of agendas, presentation of papers, accountability for actions, maintenance and compliance with the Audit & Risk Committee Charter.
- Develop internal business planning processes to ensure that General Managers and staff recognise the linkages between operational objectives and the strategic goals of the Corporation.
- The incumbent will be either the Executive Management or a representative on the Enterprise Bargaining Committee.
- Any other duties as directed by the Managing Director

6. KEY SELECTION CRITERIA

6.1. Qualifications / Experience

Qualifications in Business, Finance and or Strategic Management

Essential

- Professional and technical expertise of strategic management at a managerial level acquired through relevant tertiary qualifications and / or experience
- Sound knowledge of business planning, corporate planning and strategic planning principles.
- Highly developed written, oral and presentations skills with sophistication in correspondence and reports.
- Ability to gain co-operation and assistance from management, external stakeholders and other employees.
- Extensive experience at senior level in managing diverse functions and resources within a complex and changing environment.
- Ability to deal sensitively with Government, employees and customers.

Preferred

- Post graduate qualifications in Finance, Accounting, Commercial and / or Business Administration.
- Knowledge and understanding of Policies and processes relevant to corporate governance of a statutory Corporation (Water Act 1989).

6.2. Pre-Employment Checks

All candidates who have been short listed after interview are required to undertake the following checks and testing:

- Reference Checks
- National Police Check
- Qualifications Validation Check
- Identity Check
- Psychometric Testing

7. CRITICAL CAPABILITIES

The following capabilities are considered critical for the success of this role.

7.1. Knowledge & Skills

1. Risk Management - Skilled

Ensure the Corporation's Risk Management policy, programs and the application of sound risk management practices are observed and complied with at all times.

2. Service Excellence - Expert

Seeks to provide continuous improvement and strives for performance.

3. Change Management – Expert

Ability to identify a need for change and respond to and manage change positively

4. Leadership - Expert

Ability to influence and motivate others to accomplish an objective and direct them in a way that makes a team/organisation more cohesive and coherent.

5. Organisational Awareness – Skilled

Aware of the structure, drivers, policies/procedures and direction of the business.

6. Resource Management – Skilled

Ability to manage financial, physical and human resource requirements.

7. Strategic Planning - Expert

Ability to look beyond business as usual, forecast future requirements and develop action plans to achieve longer term goals.

8. Environment Scanning - Skilled

Ability to research, gather and analyse timely information from a variety of sources.

9. Stakeholder Management - Skilled

Ability to build and maintain stakeholder and customer relationships.

7.2. Personal Qualities

- Integrity and Professionalism
- Teamwork
- Leadership
- Care
- Customer Focus
- Decisiveness
- Detail Focus
- Empathy & Cultural Awareness
- Drive and Commitment
- Efficiency and Delivery
- Initiative and Accountability
- Resilience
- Self-confidence

8. CONTINUING EDUCATION AND DEVELOPMENT

The incumbent will be supported in keeping abreast of current industry best practice and is expected to take active personal interest in staying informed of professional practices, standards and latest trends. The Corporation encourages continuous development and conducts annual Performance Reviews, through which development needs, may be identified.