

Goulburn-Murray Water Position Description

Organisational Performance Advisor – Position Number SSP425

Role Purpose	
The Organisational Performance Advisor plays a pivotal role in enhancing the operational efficiency and overall performance of Goulburn-Murray Water. The role will develop and embed a mature and integrated approach to performance analysis, monitoring, and reporting. This role works across Goulburn-Murray Water to identify areas for improvement and implement initiatives to optimise processes.	
Reports to (title)	Manager Strategy and Policy
Classification / Band	Band C \$84,554.53 - \$97,885.01
Allowances	NIL
Employment Status	GMW considers every role flexible where this can still deliver the required business outcomes, this could include but is not limited to part-time or job share.
Location	Tatura and Remote
Position Contact	Rhiannon Bradshaw, Manager Strategy and Policy 0461 525 331
Key Qualifications required	<u>Desired</u> - A qualification in Business Management or Business Administration
Other Requirements	Police check Australian Drivers Licence Australian Working Rights
Approver/Approval Date	Sophie Riddell – Manager HR Business Partnering – February 2024

Key Result Areas	Key Responsibilities	KPIs
Organisational Performance Analysis and Monitoring	<ul style="list-style-type: none"> Contribute towards the development and implementation of an organisational performance framework. Utilise GMWs systems to effectively analyse, deliver and present timely, accurate and insightful information in relation to GMW’s organisational performance Work collaboratively with the business to maintain data integrity and a robust process for extracting and analysing performance data. Lead the development of organisational performance reporting to stakeholders including the Risk, Audit and Finance Committee and Board. Partner with GMWs organisational risk function to identify potential risks and opportunities that may impact performance objectives. 	<ul style="list-style-type: none"> Accuracy and timeliness of performance reports provided to stakeholders Utilisation of performance dashboards and reporting mechanisms by stakeholders Response time to address emerging risks or opportunities impacting organisational performance
Strategy Development and Corporate Planning	<ul style="list-style-type: none"> Support the development of GMWs strategic objectives, priorities, and performance metrics. Support the Corporate Plan reporting process as per Departmental guidelines. Implement best practice in quality assurance to validate the integrity of GMW reporting. 	<ul style="list-style-type: none"> GMWs delivery of quality Corporate Plans in accordance with timelines and expectations outlined in departmental guidelines. Feedback from stakeholders indicating alignment with organisational vision and objectives
Process Optimisation and Continuous Improvement	<ul style="list-style-type: none"> Lead efforts to streamline existing processes, eliminate inefficiencies, and enhance productivity, Influence the continual development, automation, and improvement of GMWs data. Actively seek to identify and implement improvements to planning and reporting processes. 	<ul style="list-style-type: none"> Feedback from stakeholders on the effectiveness of performance improvement initiatives

Stakeholder Engagement	<ul style="list-style-type: none"> Develop and manage relationships across the organisation to foster a robust planning and performance culture. Support leaders on broader GMW strategic projects and respond to requests for ad-hoc reports from GMW staff. 	<ul style="list-style-type: none"> Feedback from stakeholders on the quality of support and advice provided
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Note: Other duties and responsibilities may be required as reasonably directed

Mandatory Key Result Areas for all GMW positions

Safety	<ul style="list-style-type: none"> Comply with all GMW OH&S standards, policies and procedures Contribute to the continuous improvement of HSE systems by consulting with staff and passing on recommendations to improve the system to the HSE Team 	<ul style="list-style-type: none"> Investigate and close out incident and hazard reports on time Workplace inspection findings corrected Internal Audit finding actions corrected All staff mandatory training completed Safety meetings conducted with actions completed
Policies	<ul style="list-style-type: none"> Adhere to GMW policies and procedures Stay up-to-date on all GMW policies Ensure all GMW policies are promulgated and adhered to Advise on potential changes to policies as required by local conditions Ensure all policies are communicated to, and understood by, the team 	<ul style="list-style-type: none"> Audit results (internal) Numbers of issues escalated through team not adhering to policies

Key Relationships

All GMW employees are responsible for managing aspects of our customer/stakeholder relationships and service interactions, and will work proactively to deliver a consistent customer experience.

Internal

External

<ul style="list-style-type: none"> Executive/Senior Leadership Team Statement of Obligations/Legal/Regulatory Risk owners. GMW asset owners 	<ul style="list-style-type: none"> DEECA Consultants/Contractors/Brokers
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Behaviours and Values

All employees are required to demonstrate GMW's values through their work and their dealings with internal and external customers. Behaviours must also align with the values and with GMW's strategic outcomes below:

Safe, skilled, engaged people

Contribute to a safe, inspiring and diverse workplace where learning is encouraged and your team feels supported. You openly demonstrate the vision and values of GMW through your own behaviours.

Satisfied customers, trusting partners

Exhibit at all times a customer-first attitude and you are focused on delivering outcomes that meet the needs of our customers, stakeholders and communities. You deliver solutions in response to customer and operational issues.

Sustainable business, viable customers

Take ownership for delivering affordable and sustainable water services through the decisions you make every day and take responsibility for ensuring ongoing business efficiency. You operate in a timely manner and with a sense of urgency when required and you consistently prioritise your work to meet the ongoing, and sometimes changing needs of our business.

Water security and other water values are recognised

Comprehend the regulatory framework under which we operate and the importance of meeting our obligations. You understand the role that water plays in the sustainability of our region and actively seek out opportunities that will secure water for our future.

Innovation, data and technology driven services

Uphold the integrity of all GMW processes and systems by contributing to a continuous improvement lifecycle. You ensure that all decisions are informed by accurate and complete data & information.

