



JOB TITLE: Meter Management Analyst

DEPARTMENT: Non- Revenue Water

REPORTS TO: Non- Revenue Water Customer Connection Coordinator

Responsible for;

Leadership and Management of the NRW Meter Management Analyst to achieve strategic, operational and project objectives of Solomon Water.

Liaison with;

Internal: Divisional Heads, Finance Division, Procurement Officer, Payroll Officer, Accounts Clerks, Water Quality Analyst, Water Quality Technician, Human Resource Manager, Learning & Development Coordinator
External: Suppliers, Customers and government key stakeholders.

PURPOSE AND SCOPE OF THE POSITION

To optimize efficiency and productivity in the NRW Zone's Meter Management through the effective leadership and management of the NRW Zone's meter management analysis and corrective actions to ensure successful achievement of strategic, annual, monthly and project objectives and targets of the NRW Department.

MAIN DUTIES PERFORMED/RESPONSIBILITIES

LEADERSHIP COMPETENCIES

- On-going coaching and mentoring of the NRW Meter Management Analyst based on performance and role requirements to deliver optimum results from the Team.
- Demonstrate and set high standards of discipline and professional standards within NRW Meter Management Analysis team and Solomon Water through upholding and enforcing company policies.
- Effectively set the direction, focus and clarity for the NRW Meter Management and Analysis through the timely development of individual performance objectives, monthly and annual work plans.
- Develop and grow a culture of high performance within the NRW Meter Management Analyst through on-going motivation and holding the team accountable for delivery of objectives and targeted outcomes.
- Develop and continuously improve a culture of teamwork through setting clear understanding of individual roles and objectives, how the individual roles and objectives are inter-related and inter-dependent and more importantly the importance of delivering team results.
- Develop and continuously improve a clear LINE OF SIGHT for all employees within the Customer Connections Department by creating alignment of individual role and objectives to department roles and objectives, to Operations Divisional roles and objectives and finally to Solomon Water's Vision, Mission Statement and Strategic goals and objectives.

MANAGEMENT

- Checking and controlling to ensure that NRW Meter Management Analysis is running at optimum efficiency and effectiveness through regular planning, review and improvement of work plans and results.
- Checking and controlling to ensure that the performance management process is effective through conducting regular periodic reviews and undertaking corrective actions in a proactive manner.
- Checking and controlling to ensure that costs and expenses are; planned properly through driving the budget preparations for technical engineering, expensed and controlled to agreed budget tolerance through monthly budget reviews and annual budget planning process.
- Checking and controlling to ensure delivery of targeted results through the effective planning, delegation, monitoring of daily, weekly and monthly work plans.
- Checking and controlling to ensure correct and accurate reporting of the NRW Meter Management Analysis KPI Dashboard through the development and effective management of the NRW Meter Management Analyst Database process.
- Checking and controlling to ensure that project objectives and outcomes are delivered to specifications and on-time-in-full, with speed, accuracy and integrity through employing a proper project management planning, implementation and reviewing process.
- Checking and controlling to ensure effective implementation of the planning and reviewing process through the weekly and monthly meeting process for NRW Planning and Analysis Team.
- Promote Occupational Health and Safety to ensure that staff understands safety requirements; use of safety equipment and clothing; safety assessments; incident management.

TECHNICAL AND OPERATIONAL

- Develop the weekly and monthly NRW Meter Management reports to the Customer Connections Coordinator and NRW Specialist and provide support for the weekly and monthly Operations Planning and Review Meeting using the KPI Dashboard reporting process.
- Conduct the daily and weekly work planning and performance reviews for the Meter Management Team.
- Manage and implement time keeping policy for the Meter Management & analysis Team.
- Manage and implement the work safety policy for the Meter Management & analysis Team and SW as a whole.
- Actively participate in the monthly operations planning and review meetings.
- Support the Customer Connections Coordinator, NRW Specialist and the Chief Operations Officer in providing reports and data for Operations reporting in Board Meetings, Management Meetings and any mandated meetings with other key stakeholders.
- Participate in Corporate Planning; Annual Work Plan; policy development; Reporting against KPI statistics; monitoring & evaluation.
- Provide support to Provincial Operations on Meter Management and Analysis activities.

RELATIONSHIP AND NETWORKING

- Network and liaise with the various departments and sections within the Operations Division to drive teamwork, efficiency and productivity within operations.
- Network and liaise across Operations, Finance, Corporate Services and PMU to drive teamwork, efficiency and productivity within Solomon Water.
- Network and liaise with external suppliers to drive efficient and ON-TIME-IN-FULL delivery of materials, products and services.
- Network and liaise with customers to ensure efficient delivery and achievement of Solomon Water expectations and meeting customers' needs.

SELECTION CRITERIAS

- Demonstrated Leadership and Management competencies in leading and managing large and multi-faceted departments.
- Demonstrated Technical competencies in operating water and wastewater supply network operations and maintenance.
- Demonstrated ability in planning, monitoring and evaluation of work plans to achieve targeted objectives and results.
- Demonstrated competencies in large- and small-scale project management (planning and implementation).
- A proven understanding of working in a policy environment to deliver against expected outcomes.
- Proven experience in teamwork both as a leader and a team member and the ability to develop effective teamwork.
- Demonstrated competencies in coaching and mentoring of direct and in-direct reports to facilitate professional growth and improved individual performance against delegated task and role requirements.
- Ability to work in a high-pressure environment with proven skills in withstanding political and other pressures.
- Commands excellent communications skills in both written and oral and a well-developed negotiations skill set.

QUALIFICATION

Degree in Mechanical or Civil Engineering or any related field.

EXPERIENCE

Minimum of 5 years working experience working in a similar leadership, management and technical positions in the water industry, the private sector or public service sector.

SKILLS/COMPETENCIES

Core Competencies

- Leadership
- Management
- Project Management
- Decision Making
- Customer Service and Communication
- Teamwork
- Water Quality and Work Safety
- Supervision teams.

Technical Skills

- Water Hydraulics and Analysis
- Minor project management
- Shift crew scheduling and Shift crew Management Skills.
- Process monitoring, Evaluation and analytical Skills
- OH S & Water Quality Policies and Standards.
- Report writing and analytical reviews of reports
- Risk identification Analysis and Management.
- Work Scheduling and Planning Skills

- Problem Solving and Analytical Skills

Moving forward skills

- Coaching and mentoring
- Executive Leadership
- Management
- Change Management
- Project Management
- People Performance Management.
- Communications and Negotiations.
- Conflict resolutions
- Strategy planning, implementation, and reviews.
- KPI Dashboard Improvement planning.

KEY RESULT AREAS

1. Safety and Compliance
2. Peoples Leadership and Management
3. Customer Relations
4. Self-manage.
5. Technical Ability (What I Know)
6. Job Out puts (What I Do)
7. Executive Leadership and Management
8. Honiara and Provincial Water Supply Services
9. Non-Revenue Water Reductions
10. Project and Contractor Management.
11. People Performance Management.