



JOB TITLE: Provincial Operations Team Leader

DEPARTMENT: Network Operations

DIVISION: Operations

REPORTS TO: Network Operations Coordinator

Purpose and Scope of role

To optimize efficiency in provincial operations through the effective leadership and management of the provincial operations people, tools, processes and systems to ensure successful achievement of strategic, annual, monthly and project objectives and targets of the provincial operations section.

Key Competencies

Leadership Competencies

Accountability: Holds self and others accountable for measurable high-quality, timely, and cost effective results. Determines objectives, sets priorities, and delegates work. Accepts responsibility for mistakes. Complies with established control systems and rules.

Customer Service: Anticipates and meets the needs of both internal and external customers. Delivers high-quality products and services; is committed to continuous improvement.

Communications: Makes clear and convincing oral presentations. Listens effectively; clarifies information as needed. Writes in a clear, concise, organized, and convincing manner for the intended audience.

Team Work/ Building: Inspires and fosters team commitment, spirit, pride, and trust. Facilitates cooperation and motivates team members to accomplish group goals.

Action Management: Decisiveness: Makes well-informed, effective, and timely decision, even when data are limited or solutions produce unpleasant consequences; perceives the impact and implication of decisions

Strategic Thinking: Formulates objectives and priorities and implements plans consistent with the long-term interest of the organization in a global environment, Capitalizes on opportunities and manages risks.

Problem solving: Identifies and analyses problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.

Safety Commitment: role models safe behaviors and ensures all staff are aware of their contribution to safety, supporting consequence management.

Key Responsibilities

LEADERSHIP

- On-going coaching and mentoring of the provincial operations team based on performance and role requirements to deliver optimum results from the team.
- Demonstrate and set high standards of discipline and professional standards within provincial operations section and Solomon Water through enforcing company policies.
- Effectively set the direction, focus and clarity for the provincial operations section through the timely development

of individual performance objectives, monthly and annual work plans.

- Develop and grow a culture of high performance within the provincial operations team 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 provincial operations section 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

- Management and supervision of the provincial operations team including the recruitment process, staff reporting, leave approval, job descriptions; learning and development and facilitating.
- Ensure that the provincial operations section is running at optimum efficiency and effectiveness through regular planning, review and improvement of provincial work plans and results.
- Ensure that the performance management process is effective through conducting regular periodic reviews and undertaking corrective actions in a proactive manner.
- Ensure that costs and expenses are; planned properly through driving the budget preparations for provincial operations, expensed and controlled to agreed budget tolerance through monthly budget reviews and annual budget planning process.
- Ensure effective field crew set up, monitoring and tracking, equipping with proper and correct tools and personal protective equipment through proper and complete implementation of the crew scheduling process, tools management process and the uniform and personal protective equipment management process.
- Ensure delivery of targeted results through the effective planning, delegation, monitoring of daily, weekly and monthly work plans.
- Ensure correct and accurate reporting of the provincial operations KPI Dashboard through effective management of the provincial operations database process.
- 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.
- Effectively manage the planning and reviewing process through the weekly and monthly meeting process for provincial operations section.
- 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 provincial operations update and monthly operations report for the weekly and monthly Operations Planning and Review Meeting using the KPI Dashboard reporting process and the Ops Master Plan activities.
- Conduct the daily and weekly work planning and performance reviews for the provincial operations team.
- Manage and implement time keeping policy for the provincial operations team.
- Manage and implement the work safety policy.
- Actively participate in the weekly and monthly operations planning and review meetings.
- Support the Operations Manager 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.

RELATIONSHIP AND NETWORKING

- Act as a link between the various departments and sections within the Operations Division

- Network and liaise across Operations, Finance, Human Resources Divisional areas including management and administration on Work Analysis and Reviews, Capacity Building, Special Projects and other mandated Solomon Water activities.
- Liaise with other departments and provide advice on water production, water supply durations and intermittent supply plans and requirements.
- Proactively support teamwork across departments within the Operations Division and Solomon Water as a whole.

Key Skills

- 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 team work 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 skills set.

Qualifications or Education

Essential

- 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.