

SHK



# Wannon Water

**Executive Water & Sewerage Services**

Candidate briefing

June 2026

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<b>Position title</b>	Executive Water & Sewerage Services
<b>Department</b>	Water & Sewerage Services
<b>Employment type</b>	Fixed Term Executive Contract (up to 5 years)
<b>Classification</b>	PESES Band 1
<b>Location</b>	Warrnambool
<b>Date Approved</b>	9 June 2026
<b>Approving Officer</b>	Managing Director

## Position objectives

The Executive Water & Sewerage Services is accountable for the safe, reliable and efficient delivery of water, sewerage and recycled water services that protect public health, the environment and community wellbeing.

The role has enterprise accountability for service performance, operational resilience and stewardship of critical water and sewerage systems across their lifecycle.

The role works in close partnership with infrastructure, planning and enterprise leaders to align operational performance, investment planning and future system capability across the asset lifecycle, contributing to resilient whole-of-organisation outcomes.

As a member of the Executive Leadership Team, the role contributes to the achievement of corporate objectives by ensuring operational service delivery is aligned to organisational strategy, regulatory obligations and community expectations. The role ensures operational performance, resilience and compliance across water and sewerage systems, enabling trusted service delivery today while supporting future system capability.

The role provides strategic leadership across service delivery, natural asset management, water quality, environmental performance and emergency response, ensuring systems, processes and organisational capability support resilient, customer-focused and sustainable service delivery.

The primary objectives of the role are to:

- Deliver safe, reliable and sustainable water, sewerage and recycled water services
- Provide executive stewardship of water quality, environmental and public health performance and assurance
- Deliver customer-focused service outcomes, ensuring reliability, responsiveness and service standards are achieved
- Lead operational performance, long-term resilience and incident response across critical service systems
- Manage natural assets and treatment systems to support sustainable service outcomes
- Shape long-term system capability and investment planning aligned to growth, demand, resilience and service expectations
- Improve operational efficiency, customer outcomes and environmental performance through optimisation, innovation and continuous improvement.



## Key responsibilities & duties

### Service delivery and operations

- Lead the delivery of safe, reliable and responsive water, sewerage and recycled water services that achieve customer and community expectations
- Accountable for service delivery performance including reliability, continuity of supply, response times and customer service outcomes
- Ensure effective service delivery to customers, including proactive engagement with major customers
- Provide strategic oversight of operational performance, reliability and continuity of service across water and sewerage systems, using operational intelligence and risk insights to inform asset management and investment decisions
- Drive continuous improvement in operational efficiency, service reliability, customer outcomes and organisational performance
- Lead operational readiness and successful integration of new and upgraded assets into service delivery environments, ensuring performance validation and long-term optimisation
- Manage treatment plants, water storage systems, catchments, groundwater bores and associated infrastructure
- Oversee management of trade waste discharge to sewerage systems.

## Water quality and environmental compliance

- Ensure high-quality performance against water quality, environmental and public health standards
- Provide executive assurance for compliance with the Safe Drinking Water Act and associated regulations
- Maintain and oversee the Drinking Water Quality Management System (HACCP)
- Provide executive stewardship for environmental performance in line with the Environmental Protection Act, EPA licence conditions and environmental regulations
- Maintain and oversee the Environmental Management System
- Maintain strong working relationships with regulators including EPA, Department of Health and relevant agencies
- Deliver operational environmental performance and compliance outcomes aligned with organisational sustainability objectives and regulatory requirements.

## Operations strategy and system optimisation

- Develop and lead operational strategies that strengthen long-term sustainability, service capability and system performance
- Provide operational intelligence, performance data, and risk insights to shape long-term asset planning, infrastructure strategies and capital investment decisions
- Operate, optimise and continuously improve sewage treatment and resource recovery systems to meet compliance, performance and efficiency objectives
- Identify and implement opportunities for increased recycled water use and resource recovery
- Support integration of operational insights into infrastructure planning and capital investment decisions.

## Emergency management and system resilience

- Ensure strong organisational capability to respond to service disruptions, incidents and emergencies across critical service systems
- Establish and maintain incident response frameworks for water quality and environmental events
- Lead response to significant operational incidents, including regulator and stakeholder engagement
- Strengthen organisational resilience through preparedness, scenario planning, capability development and continuous improvement.

## Business systems and operational capability

- Lead implementation and continuous improvement of Integrated Management Systems that support organisational performance, operational assurance and informed decision making
- Ensure effective business systems support operational monitoring, control and decision-making
- Identify and implement systems for management of field workforce, treatment operations and fault response
- Ensure operational systems align with enterprise data, risk, governance and performance frameworks
- Provide operational data and insights to inform enterprise planning, asset investment and performance decision-making
- Ensure information, records and knowledge management practices are maintained in accordance with organisational requirements and legislative obligations.

## Statutory compliance and reporting

- Ensure compliance with the Water Act 1989 and other relevant legislation
- Deliver statutory and operational reporting obligations related to water, sewerage and recycled water systems
- Maintain strong standards of regulatory assurance, risk oversight and audit readiness
- Ensure transparency and accuracy in reporting to Executive, Board and regulators.

## Safety, risk and assurance

- Ensure all activities are undertaken in accordance with safety legislation and organisational systems
- Promote and lead a strong safety culture aligned to Zero Harm principles
- Lead identification mitigation and oversight of operational, safety and compliance risks
- Ensure alignment with enterprise risk and integrated management systems.

## Financial and resource management

- Manage departmental budgets and ensure financial performance aligns with organisational expectations
- Lead workforce planning, capability development and resource allocation for operational functions
- Ensure resources are prioritised to deliver long-term value, resilience and sustainable service outcomes
- Ensure procurement and contract management activities are undertaken in accordance with organisational policies, governance requirements and value-for-money principles.

## Stakeholder and sector engagement

- Build and maintain effective relationships with regulators, government and industry partners
- Represent Wannon Water in operational, regulatory and service delivery forums with government agencies and industry bodies
- Support customer engagement to build trust and improve service outcomes.

## Department leadership and performance

- Lead and develop a high performing operational leadership team that delivers enterprise priorities and organisational outcomes
- Ensure accountability for operational performance, compliance and service outcomes
- Build a culture of continuous improvement, accountability and operational excellence
- Lead organisational change initiatives that improve service performance, resilience and workforce capacity
- Work collaboratively with Executive peers to ensure effective integration across planning, delivery and operations, supporting whole-of-organisation outcomes across the asset lifecycle.

## Special duties

- Prepare reports for the Managing Director and Board
- Undertake additional duties as required.



# Success in the role

The Executive Water & Sewerage Services is expected to achieve the following enterprise outcomes:

- Safe, reliable and sustainable water, sewerage and recycled water services that protect public health, the environment and community wellbeing, supported by strong regulatory compliance, water quality assurance and environmental stewardship
- Resilient and customer-focused service delivery that maintains reliability, responsiveness and continuity across critical service systems
- Long-term service sustainability and future system capability supported through integrated operational insight, collaboration across the asset lifecycle and informed investment decision-making
- Continuous improvement in operational, environmental and financial performance through innovation, efficient resource use and practical optimisation opportunities
- An inclusive, high-performing and safety-focused culture that supports leadership development, workforce capability, accountability and team wellbeing
- Trusted and constructive relationships with regulators, government agencies, industry partners, customers and communities that support transparent and collaborative outcomes
- Well-governed operational performance with clear oversight of service delivery, risk, compliance and long-term organisational value.

Annual performance objectives will be set to deliver measurable progress against these expected enterprise outcomes.

## Enterprise leadership

As a member of the Executive Leadership Team, you are expected to operate as an enterprise leader, taking collective accountability for the performance, sustainability and reputation of Wannon Water.

### Enterprise mindset

- Act in the best interests of the organisation as a whole
- Make decisions that optimise long-term value and outcomes
- Lead beyond organisational silos to deliver integrated, enterprise-wide outcomes.

### Strategic leadership

- Shape and deliver organisational strategy
- Apply systems thinking, evidence and external insight
- Drive innovation, transformation and organisational adaptability.

### Collective accountability

- Share responsibility for organisational performance
- Support peers and enterprise outcomes
- Contribute constructively to executive decision making and actively support collective decisions.

### Governance and stewardship

- Uphold integrity, accountability and transparency
- Ensure effective governance, risk management and regulatory compliance
- Act as a steward of public resources and long-term organisational sustainability.

## Culture and people leadership

- Model values and leadership behaviours
- Build a high-performing, inclusive culture
- Develop people, leadership and organisational capability.

## Stakeholder and community focus

- Prioritise customer, community and organisational outcomes
- Build trusted and collaborative relationships
- Represent Wannon Water professionally and contribute to sector and community partnerships.

# Organisational relationships

<b>Responsible to</b>	Managing Director
<b>Responsible for</b>	Branch Managers within the Water & Sewerage Services Department
<b>External Liaison</b>	Public Authorities, Regulators, Consultants, Professional Personnel, Customers and Public.

# Qualifications and experience

## Essential

- Significant leadership experience in an operational, infrastructure, utility, environmental, public sector or regulated service environment
- Experience leading service delivery, organisational performance and teams within customer-focused or operational settings
- Proven ability to work strategically and collaboratively across diverse stakeholder groups at senior organisational levels
- Current Australian drivers licence.

## Desirable

- Experience within the water sector or other comparable essential service
- Experience relating to water quality, service operations, environmental compliance or treatment operations
- Relevant tertiary and/or postgraduate qualifications, or equivalent industry experience and professional development experience.

# Other information



## Values and code of conduct

All successful applicants must adhere to the values and principles within the Code of Conduct for Victorian Public Sector Employees. Employees will demonstrate the values of the Victorian Public Sector (responsiveness, integrity, impartiality, accountability, respect, leadership, human rights) as well as Wannon Water's values.

## **Inclusion and diversity**

We embrace all forms of diversity and promote family friendly working hours and leave arrangements to ensure our workforce reflects the community that we serve.

We welcome applications from candidates from diverse backgrounds and career pathways.

## **Minimum employment period**

All successful applicants will undergo a six-month minimum employment period as per the Fair Work Act 2009.

## **Policies and procedures**

All employees will adhere to systems, policies and procedures in relation to our activities. Employees shall not use the position for personal gain or advantage, nor disclose any confidential information which may be acquired through employment by the Corporation.

## **Occupational health and safety**

We've developed OH&S policies and procedures designed to meet the requirements of the internationally recognised Australian Standard/New Zealand Standard 4801 (AS/NZS 45001). These standards ensure that all employees are provided with a safe and healthy working environment. Compliance is mandatory.

## **Equal employment opportunity**

We follow the principles of equal employment opportunity and every employee is responsible for ensuring the workplace is free from discrimination.

## **Training and development**

Well-planned training is crucial to our success and we'll collaborate with employees to identify training needs to equip employees with the necessary skills to perform their roles effectively. Each year, managers will conduct performance reviews with employees to identify, plan, and initiate relevant training and development for the upcoming twelve months.



# Contact

**Wannon Water** is partnering with SHK on this key appointment and has appointed SHK **Partner, Evan Willen**, to lead this search.



**Evan Willen** is a **Partner** at SHK.

Evan is a highly accomplished executive search partner with over 25 years of experience across the Australian and United States markets. Throughout his career, he has held senior roles within several specialist executive search firms, leading high-stakes appointments for CEOs, Directors, and Board members.

Known for his deep technical expertise in the energy, renewables, and government sectors, Evan's approach is informed by an early career foundation in-house with global project delivery firms such as Fluor and Barclay Mowlem (now Laing O'Rourke). This background provides him with a unique, firsthand understanding of the operational complexities his clients face.

Today, Evan is a trusted advisor to statutory authorities and private enterprises alike, specialising in identifying senior executives and technical specialists for program delivery and general management. His extensive track record includes managing end-to-end search processes for nationally significant infrastructure projects and Victorian public service leadership.

Evan holds a Bachelor of Arts in Economics from La Trobe University and a Graduate Diploma in Industrial Relations from Queensland University of Technology.

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