

HEALTH, SAFETY, ENVIRONMENT AND QUALITY MANAGER – POSITION DESCRIPTION

OUR VALUES & BEHAVIOURS

Proudly United

Value Statements:

We are proudly united as a team, as members of EGW and as members of our community.

We work towards a common goal in a safe, respectful and inclusive workplace.

We celebrate success together.

Enabling Behaviours:

Share information and openly communicate

Understand your role in achieving the common goal and own it

Actively listen and participate

Support and encourage others

Truly Authentic

Value Statements:

We act openly and honestly in everything we do and earn the trust of others by delivering what we promise.

We understand our strengths and our limitations.

We earn respect.

Enabling Behaviours:

Have the courage to do what's right even if it means taking the hard road.

Mean what you say and say what you mean

If you don't know ask!

Passionately Innovative

Value Statements:

In an ever changing world our key to success is innovation and making the most of our resources.

We achieve this by challenging the status quo, collaborating and embracing change.

We value each other's ideas and learn from honest mistakes.

Enabling Behaviours:

Don't be afraid to ask questions and challenge respectfully

Put it on the table

Be curious and have an open mind

Explore opportunities and be willing to accept risk

Embrace change

Openly Accountable

Value Statements:

We take personal responsibility and accountability for our actions and their outcomes.

We have a clear understanding of what is expected of us and act accordingly.

We seek to understand the changing needs of our internal and external customers and respond appropriately.

Enabling Behaviours:

Follow through

Be proactive

Hold self and others accountable, respectfully

Own your actions

Admit mistakes: learn from them & move forward

ABORIGINAL ACKNOWLEDGMENT

We acknowledge and respect the Gunaikurnai, Bidwell and Ngarigo Monero people as the Traditional Custodians of East Gippsland's land and waters. We pay our respects to their Elders both past, present and future leaders.

We recognise and respect their unique cultural heritage beliefs, and intrinsic connection to Country, that continues to be important to them today.

We have a strong commitment to building and developing our relationships and partnerships with Aboriginal and Torres Strait islander peoples, communities and organisations in the East Gippsland region and beyond.

POSITION DETAILS

Position Title:	Health, Safety, Environment and Quality (HSEQ) Manager	Effective Date:	August 2026
Department:	People, Safety and Culture (PS&C)	Job Location:	Bairnsdale Office
Reports To:	General Manager People, Safety and Culture	Supervises:	OHS Coordinator, Health and Wellbeing Advisor
External Contacts:	Consultant engineering and other service providers, contractors, suppliers, customers, general public, network groups, other water corporations and statutory bodies.		
FTE Classification:	1.0	Position Number:	SB-3-0001
Prepared By:	People, Safety, and Culture	Approved By:	General Manager People, Safety, and Culture

ORGANISATIONAL CHART



ABOUT THE ROLE

The HSEQ Manager provides strategic leadership to improve workplace health, safety, environmental and quality management certified systems. To ensure the business complies with relevant legislation, reduces operational risks and fosters a culture of continuous improvement and safety within East Gippsland Water's area of interest.

The role is accountable for developing, maintain, and continually improving an Integrated Management System (IMS) certified to **ISO 9001, ISO 14001, and ISO 45001**.

This role is responsible for the management of a small team to ensure the compliance of certified management systems and regulatory commitments for East Gippsland Water (EGW) are met. Ensuring our multi-site operations remain compliant, efficient, and benchmarked against global standards.

WHAT YOU WILL BE DOING

Health and Safety Management	• Lead and develop a safe working culture through leading by example and act responsibly for the safety of self and others. • Comply with and implement the processes and systems that support positive safety culture • Develop, Implement and review EGW's Safety Strategy • Develop, implement and review Psychological Safety Management System in line with OHS regulations. • Oversight of the Corporations H&S management system applicable to all aspects of EGW's Operations and contractor works; including development, documentation, implementation, training and maintenance. • Communicate and ensure compliance to Health and Safety Systems by operations personnel, including plant hazard and risk assessments. • Accept a personal responsibility for the health and safety of yourself and others and ensure that both you and your teams when reporting for duty are fit to carry out the required duties.
Legislative requirements	• Review and promote relevant Health, Safety and Environment (HSE) (including psychological safety) legislation and best practice with the view to continually improve procedures, work practices, systems and performance. • Ensure compliance with local environmental laws and pollution control regulations. • Map all regional water industry regulations, environmental licenses, and public health mandates directly into the certified management systems. • Lead and actively promote regulatory compliance with maintenance of legislative requirements, policies and procedures relating to HSE.
Quality Assurance	• Ensure the auditing and compliance of operational processes against certified systems ISO 9001, ISO 14001, and ISO 45001 standards. • Maintain, update, and control HSEQ documentation, policies, and procedures.

Governance, Auditing and Reporting	- Lead the formal annual Management Review process, presenting system performance data and continuous improvement roadmaps to executive leadership. - Schedule and lead internal IMS audits to verify compliance and operational efficiency. - Own the Corrective and Preventive Action (CAPA) process. Ensure all audit findings, non-conformances, and observations are resolved within strict timeframes. - Collect, maintain and report on statistical data and prepare reports and presentations as required. - Report key HSEQ performance metrics to Leadership Team, Board and regulatory authorities as required. - Manage legal compliance frameworks, ensuring swift adaption to changing environmental and safety laws.
Advice	- Provision of advice and assistance regarding HSEQ management to all staff. - Provide input to planning and design of capital works projects. - Provide Health and Safety input to EGW capital works and Operations and Maintenance (O&M) budget planning process. - Assist in the development of Standard Operating Procedures (SOPs) and work systems for EGW.
Training	- Assist with the development and implementation of Health, Safety and quality related training. - Share relevant knowledge and training to team members and other employees as required. - Communicate effectively between all sections of EGW. - Represent EGW on external committees and specialist technical groups as required.
Investigations and WorkCover	- Undertake incident investigations and report writing. - Support psychological or physical injury rehabilitation and return to work.
Leadership	- Develop succession plans for direct reports and take responsibility for development and growth - Promote an enthusiastic work culture as well as a sense of purpose for the team - Assist with Emergency Management functions as required - Assist in the implementation, review and development of the EGW Safety Strategic Plan. - Provide and pass on relevant knowledge and training to team members and other employees as required. - Communicate effectively between the team and other sections of EGW.
Culture, Values & Behaviours	- Remain open, approachable and available for all staff within the team, promoting a positive, optimistic and enthusiastic work culture. - Build a supportive and cooperative environment, one that recognises the value of collaboration. - Support a workplace culture that enables diversity, fair and inclusive practices - Represent and role model EGW Values & Behaviours, including Proudly United, Truly Authentic, Passionately Innovative and Openly Accountable.
Health, Safety & Environment	Communicate, apply, and promote Health, Safety and Environment policies, procedures and safe systems of work.

	- Contribute to developing a safe working culture through leading by example and acting responsibly for the safety of self and others. - Ensure activities are conducted in accordance with our risk management, environment and workplace health and safety management frameworks.
Records Management	- Employees are responsible for capturing full and accurate records that adequately document business activities and support any decisions made at East Gippsland Water in the Corporations Record Management system. - Conduct all customer and employee queries in a sensitive and confidential manner, ensuring the privacy of East Gippsland Water employees and customers

SKILLS, QUALIFICATION & EXPERIENCE

SPECIALIST SKILLS

Required:	Desirable:
- Demonstrated knowledge and skill in the application of HS, Environment and Risk management, systems implementation and management, continuous improvement management, and the relevant ISO and Australian Standards, Codes of Practice/Compliance. - Expert knowledge of auditing methodologies, root-cause analysis toolsets, and statutory compliance within regulated utilities. - Demonstrated knowledge and innovation in consultative processes, training, quality assurance and management systems. - Demonstrated knowledge of the various Acts, Regulations, Standards and codes of practice. - Sound understanding of how business strategies contribute to the achievement of overall business objectives. - Excellent written and oral communication skills, including interpersonal and negotiation skills. - Excellent personal/facilitation skills and an ability to work effectively at all organisational levels.	- Expertise in the use of MS Office programs, in particular a high level of expertise in Word. - Demonstrated ability in the use of business systems.

LEADERSHIP SKILLS

Required:	Desirable:
• Excellent time management skills. • Good organisation skills with the ability to reprioritise. • Ability to work collaboratively at all levels within the organisation. • Good analysis and problem-solving skills • Achieve objectives in the most efficient way with resources available and be able to plan and program work as required. • Provide leadership, direction and on the job training to team members and others as required within area of expertise. • Ability to react to situations in a decisive and effective manner applying recognised procedures and guidelines. • Ability to influence, engage and negotiate to achieve desired outcomes in partnerships with internal and external stakeholders • Ability to develop, prepare and implement projects, systems and programs within area of expertise and position scope to minimise the exposure to risk of EGW, its people, assets and community.	• Proven track record in managing operational budgets in excess of \$10M per annum.

INTERPERSONAL SKILLS

Required:
• Highly developed interpersonal skills in leading and motivating staff in line with EGW values and behaviours. • Excellent written and verbal communication and interpersonal skills with ability to prepare high-quality correspondence and reports on technical and related matters. • Ability to gain co-operation and assistance from and communicate effectively with EGW management and contractors. • High level of independence in determining the direction and approach to issues. • Maintain good relationships with fellow staff to be able to resolve minor problems. • Act as a positive role model of the trademark values and behaviours and contribute to the achievement of team goals. • The ability to work independently and as part of a team.

QUALIFICATIONS

Required:	Desirable:
- Tertiary qualifications in Work Health & Safety (WHS), Engineering or related field and/or significant relevant experience - Compulsory trainings throughout course of employment	- Certificate IV WHS or equivalent - Certified internal auditor for ISO standards (9001/14001/45001) is highly regarded - Certificate IV Training and Assessment would be an advantage - Legally able to drive a motor vehicle and possess a valid driver's licence.

EXPERIENCE

Required:	Desirable:
- Excellent knowledge and demonstrated experience (10 years+) in the management of HSEQ with at least 3 years in a management role within the water, utilities, or heavy infrastructure sectors. - Proven track record of successfully managing multi-site third-party ISO recertification cycles, preferably in the water or utilities sector. - Proven ability to interpret legislation, regulations together with policies and procedures. - Experience in dealing with others successfully in order to build strong working relationships.	- Relevant civil construction or water industry experience - Experience in injury rehabilitation and Return to Work - Internal HSEQ Management System auditing experience

KEY SELECTION CRITERIA

1. A tertiary qualification in health & safety, engineering or similar related field (with extensive experience in civil construction or water industry).
2. A strong understanding of HSEQ legislation and supporting regulatory frameworks.
3. Experience with auditing and risk management systems, including but not limited to HSEQ.
4. Highly developed interpersonal skills combined with excellent verbal and written skills ensuring the ability to work effectively with people at all organisational levels, in and outside of East Gippsland Water.
5. Strong problem-solving skills and the ability to influence and negotiate effective outcomes.
6. Demonstrated ability to develop, prepare and implement projects, systems and programs within area of expertise and position scope to minimise the exposure to risk of EGW, its people, assets and community.

7. A positive attitude towards personal development and knowledge of East Gippsland Water and/or the water industry.
8. Demonstrated personal initiative, motivation, enthusiasm and resilience, to positively reflect and represent EGW as a 'can-do' organisation.

ADDITIONAL REQUIREMENTS

Employees must be capable of fulfilling the requirements of the position with regard to the inherent activities/hazards and be able to meet any control measures provided in the interests of health and safety. However, reasonable adjustments will be made for persons with disabilities, impairments or cultural considerations unless to do so would impose an unjustifiable hardship, or result in the role not being able to be undertaken in a safe manner.

EGW is committed to an embedding and supporting a culture of inclusion through living our organisational Values and Behaviours, and through the principles identified in the Code of Conduct. EGW also respects an Enterprise Agreement made between the Corporation and its Employees.

All employees are required to uphold East Gippsland Water Code of Conduct and Values and Behaviours at all times. All East Gippsland Water employees are Victorian Public Sector employees and are also required to comply with the VPSC Code of Conduct.

For more information about our career opportunities and our current vacancies, please visit [Careers at East Gippsland Water | East Gippsland Water \(egwater.vic.gov.au\)](https://egwater.vic.gov.au/careers).