

<b>Job Title:</b>	<b>Cost Benchmarking Manager</b>
<b>Location:</b>	WSAA offices, Level 9, 420 George Street, Sydney flexible, hybrid working model.
<b>Salary:</b>	Competitive salary
<b>Responsible to:</b>	Project Director Benchmarking and works closely with the Solution Designer – Data & Analytics

We welcome candidates from all backgrounds and value diversity and inclusion in our workplace. We encourage all applicants, including Aboriginal and Torres Strait Islander people, people with disability, LGBTIQ and culturally diverse communities to join WSAA.

### **Main responsibilities**

- Undertake data gathering, analysis and presentation of results.
- Coordinate project resourcing and update key documents
- Respond to and support participants

### **About WSAA**

The Water Services Association of Australia (WSAA) is the peak industry body representing the urban water industry. Our members provide water and sewerage services to over 24 million customers in Australia and New Zealand and many of Australia's largest industrial and commercial enterprises. WSAA facilitates collaboration, knowledge sharing, networking and cooperation within the urban water industry. We are proud of the collegiate attitude of our members which has led to industry-wide approaches to national water issues. [www.wsaa.asn.au](http://www.wsaa.asn.au)

### **Introduction**

WSAA provides a forum to discuss issues of importance to the urban water industry and, where appropriate, is a focal point for communicating the industry's views. It facilitates cooperation to improve the industry's productivity. A key area of WSAA's role is to facilitate strategic standardisation, industry performance monitoring and benchmarking.

In 2018 WSAA developed the in-house capability to deliver operating cost benchmarking. Studies were completed in 2018 and 2020 with the next planned for 2022. The database now contains segmented operating costs for close to 30 water utilities. The benchmarking program has continued to grow with the completion of a UK cost benchmarking study in 2021.

WSAA uses Tableau, a sophisticated data analytics package, to deliver study outputs. Individual online interactive reports allow participants to analyse their results whilst maintaining confidentiality of utility results.

### **Duties and responsibilities**

The incumbent will be expected to:

- become conversant with the cost benchmarking method and processes
- co-ordinate project resourcing and update and maintain key documents
- undertake data gathering, analysis and presentation of results for the cost benchmarking program to provide insights and optimise the value-add for WSAA members
- be responsive to member queries and provide support to study participants including reviewing utility data submissions for format and completeness
- ensure projects are delivered to a standard that meets WSAA and member requirements
- prepare presentations on aspects of the benchmarking from method and process to findings and results

- investigate and implement process improvement and contribute to ongoing development of the benchmarking program.

### **Key Selection Criteria**

The Cost Benchmarking Manager will be required to demonstrate the following key attributes:

- Well organised and efficient with strong project management skills, including meeting tight deadlines and helping deliver projects within budget.
- Motivated to deliver quality customer service in responding to member's queries and information requests
- Proven ability in using Excel for data analysis including data review and verification
- Effective communication and interpersonal skills and demonstrated ability in stakeholder management
- An ability to work autonomously as part of a small team to deliver high quality outcomes
- Demonstrated understanding of the importance of preserving the confidentiality of information sensitive data.

### **Personal Qualities**

The Cost Benchmarking Manager should:

- Have an adaptable approach to work recognizing that WSAA is a small organisation.
- Demonstrated ability to work well as part of a team and engage with stakeholders at all levels.
- Have a high level of personal energy, motivated to achieve great outcomes for the urban utility sector.
- Have a high level of initiative along with a willingness to keep exploring better ways of doing things and pursue new initiatives
- High level of professionalism and personal integrity.

### **Experience and qualifications**

- Tertiary qualifications in finance, engineering, information technology or equivalent.
- At least 5 years' experience as a business analyst or in a project management role.
- Knowledge of the water industry though not essential would be well regarded.

### **Terms of appointment**

The role is based in Sydney with appointment for an initial period of 2 years. A flexible and attractive remuneration package is available for the right candidate. Some travel around Australia may be required.

### **Questions and how to apply**

To apply send your CV with a covering letter detailing your experience relating to the above duties and responsibilities to Diane Nolder, Project Manager, mobile 0412 493 484, [diane.nolder@wsaa.asn.au](mailto:diane.nolder@wsaa.asn.au)