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Regional Offices
66 Gray St, Hamilton
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POSITION DESCRIPTION

POSITION TITLE:	Engagement & Education Coordinator
SECTION:	Communications & Engagement
EMPLOYMENT TYPE:	Full Time Permanent
CLASSIFICATION:	Band 7
LOCATION:	Warrnambool
Date Approved:	28 September 2017
Approving Officer:	Branch Manager Communications & Engagement
Name of Incumbent:	

POSITION OBJECTIVES

- To provide a strategic, proactive community engagement and stakeholder relationship service for Wannon Water.
- To build the capacity of Wannon Water's employees to deliver best practice community engagement and partnership approaches for the organisation.
- To be a proactive participant in the delivery of Wannon Water's Community Strategy and vision 'beyond water for strong communities'.
- To contribute to the development and lead the implementation of Wannon Water's Community and Stakeholder Engagement Plan and Education Plan
- To be responsible for developing, implementing and evaluating components of other Wannon Water plans relevant to community engagement, partnership and education.
- To lead other education and engagement employees and initiatives as required.
- To participate in, support and foster the collaborative team environment within the Communications & Engagement Branch.

KEY RESPONSIBILITIES & DUTIES

- Coordinate Wannon Water's community engagement program relating to relevant customer programs, capital works projects and other community initiatives, ensuring the delivery of timely, high quality materials and information for stakeholders.
- Coordinate the community engagement professional development program for Wannon Water employees based on Wannon Water's Community Engagement Framework, which incorporates IAP2 and other best practice principles.
- Own and implement the Community Engagement Framework, including embedding best practice principles in existing policies, and a 'tool kit' to support Wannon Water employees with community engagement activities relevant to their projects.
- Deliver the community engagement and partnership components of Wannon Water's Community Strategy, identifying initiatives that represent shared value for Wannon Water and its communities.
- Deliver proactive, hands-on strategic planning support to internal clients to meet Wannon

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Water's traditional and online engagement needs, according to the IAP2 standard.

- Develop and implement engagement plans for multiple projects, often with competing deadlines and pressures, and including out-of-business-hours work as it relates to meeting the needs of community stakeholders.
- Develop, maintain and share a comprehensive annual engagement plan of activity, engagement opportunities, communications and evaluation.
- Work collaboratively with other Communications & Engagement employees in delivering the broader objectives of the branch, including the delivery of media and marketing services.
- Provide support for Wannon Water incidents as required to ensure the community is aware of the nature of the incidents.
- Oversee Wannon Water's education program and provide strategic advice for expanding the program to a broader audience, particularly in relation to adult education.

Financial

- Make recommendations to the Branch Manager Communications & Engagement in regards to budgets.
- Deliver responsibilities in accordance with approved budgets.

Performance Measurement

- Develop and implement key performance measures and control systems compatible with Wannon Water's system to enable progress reporting.

Safety

- Comply with all Wannon Water Occupational Health & Safety policies & procedures at all times.
- Make recommendations to the Branch Manager Communications & Engagement regarding Occupational Health and Safety plans.

Staff Management

- Coordinate the work priorities of other education and engagement staff as required, including all aspects of performance, health and safety and professional development.

Special Duties

- Support other Communications & Engagement employees to foster customer and community partnership approaches across the organisation.
- Prepare regular and special reports as required and carry out other communications duties as directed
- Be responsive to organisational change, community landscape and localised issues.

ORGANISATIONAL RELATIONSHIPS

Responsible to:	Branch Manager Communications & Engagement
Internal Liaison:	Executive Managers and all employees of Wannon Water.
External Liaison:	Creative agencies and suppliers, community groups, customers, industry bodies, councils, government departments and other stakeholders as directed.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

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Accountable to the Branch Manager Communications & Engagement for the effective, safe and efficient performance of all duties and responsibilities.

With approval from Branch Manager Communications & Engagement, has the authority to:

- Liaise with internal and external stakeholders in order to critically analyse materials, research and deliver specialised advice to the Branch Manager Communications & Engagement and project managers.
- Deliver formal input into policy development and Board recommendations for the Communications & Engagement branch, provide advice about potential reputational risks and propose proactive and reactive community engagement plans.
- Within agreed objectives and goals, manage external consultants and contractors responsible for delivering community engagement plans.
- Coordinate the work delivery of other education and engagement employees and, as required, that of the Communications & Engagement branch in the absence of the Branch Manager Communications & Engagement.
- Ensure the integrity and accuracy of all community education materials and other written or verbal communications.

JUDGEMENT AND DECISION MAKING

The nature of the work is usually specialised with methods, procedures and processes generally developed from theory or precedent. The work involves improving and/or developing methods and techniques generally based on previous experience. Problem solving will be involved in the application of these techniques to new situations. Guidance and advice may not always be available.

SPECIALIST SKILLS & KNOWLEDGE

- Expertise in planning, implementing and managing multiple community engagement projects on a strategic and practical level
- Expertise in project management, stakeholder management and contract management
- Experience and training in the International Association of Public Participation (IAP2) or other recognised community and/or stakeholder engagement training programs
- Skilled in writing and preparing of a variety of communication materials and engagement plans appropriate for a diverse range of audiences.
- The ability to self-manage timeframes to produce high quality, timely communications.
- The application of theoretical and practical communications and engagement tools to enhance and promote Wannon Water's corporate image.
- Highly developed IT skills.
- Ability to provide strategic advice on delivering and reporting upon customer and community outcomes.
- High level organisational knowledge to clearly and succinctly communicate Wannon Water's messaging and policies with a range of stakeholders.
- Well developed industry knowledge, and experience in liaising with government departments and analysing policy and initiatives.
- Event management experience.

MANAGEMENT SKILLS

- Ability to manage, prioritise and balance conflicting work priorities to meet deadlines.
- Ability to supervise, train and develop others, including mentoring and providing input to

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staffing strategies and development plans.

- An understanding of personnel policies and practices, including certified agreements, equal opportunity and occupational health and safety policies, recruitment and selection procedures and techniques, position descriptions and employee development schemes.

INTERPERSONAL SKILLS

- Commitment to the principles of best practice community engagement.
- Ability to communicate proactively, confidently and effectively with media, government departments and other stakeholders to gain cooperation.
- Excellent listening skills with the ability to demonstrate understanding and empathy.
- Ability to evaluate a situation, resolve specialist problems and exercise discretion at all times.
- Ability to work effectively in a team environment and guide employees in education and community engagement matters.
- Ability to liaise with other employees at all levels within the organisation to resolve intra-organisational challenges

QUALIFICATIONS & EXPERIENCE

- Tertiary qualifications in communications, community development, social planning or related field, or substantial relevant experience in the field.
- Minimum of 5 years' experience in a relevant area of work with a successful track record.
- Experience in proactively developing and implementing community engagement and stakeholder relations programs, including training, according to the IAP2 standard, core values and practices.
- Experience and knowledge of the key stakeholders in the water industry, including local government, environmental groups, local community groups and special interest bodies preferred.
- Understanding of communications and community engagement within a government organisation.

A copy of current driver's licence is required for inclusion on personnel record.

INTEGRATED MANAGEMENT SYSTEMS

Wannon Water will plan, establish, implement, maintain, comply with and continually improve an Integrated Management System containing the elements of:

- AS/NZS ISO 9001:2008, Quality management systems - Requirements
- AS/NZS ISO 14001: 2004, Environmental management systems - Specification with guidance for use and AS/NZS ISO 14004: 2004, Environmental management systems - General guidelines on principles, systems and supporting techniques
- AS/NZS 4801: 2001, Occupational health and safety management systems - Specification with guidance for use; and
- HACCP based Drinking Water Quality Management System

Every employee has the right and obligation to continually improve the Integrated Management System by:

- initiating action that prevents deficiencies and
- initiating, recommending and providing solutions to Management.

OTHER INFORMATION

All successful applicants appointed to Wannon Water are subject to the following:

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- Referee Check
- National Police Records Check
- Pre-employment medical assessment

Operational employees may also require vaccinations for Hepatitis A & B, a hearing test and a lung function test.

Probationary Period

All successful applicants will be subject to a three-month probationary period. This may be extended to six months if required.

Code of Conduct for Victorian Public Sector Employees

The Corporation will require all successful applicants to adhere to the values and principles outlined within the Code of Conduct for Victorian Public Sector Employees.

Policies and Procedures

All employees will adhere to systems, policies and procedures in relation to the Corporation's activities. Employees should also adhere to the following principle:

"He or she shall not use the position for his or her personal gain or advantage, nor disclose any confidential information which may be acquired as a result of his or her employment by the Corporation".

Values

Wannon Water employees will demonstrate the values of the Victorian Public Sector as described in the Code of Conduct for Victorian Public Sector Employees and Wannon Water's Corporate Values.

Think It!

- be creative & innovative
- embrace change & new ideas
- show initiative
- rise to the challenge

Work It!

- act today for tomorrow
- deliver & add value
- get on board & have fun
- listen, learn, share & grow

Own It!

- follow through
- take responsibility
- walk the talk
- celebrate our successes

Intellectual Property and Records

All employees will be accountable and responsible in managing and protecting Wannon Water's intellectual property. Employees will be required to accurately capture and record accurate data in daily business activities and support any decisions made in the Records Management System.

Integrated Management System

Every employee has the right and obligation to continually improve the Integrated Management

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System and ensure its successful operation.

Occupational Health & Safety

Wannon Water has developed OH&S policies & Procedures that are designed to meet the requirements of the internationally recognised Australian Standard / New Zealand Standard 4801 (AS/NZS 4801). These standards ensure that all employees are provided with a safe and healthy working environment and compliance is mandatory.

Equal Employment Opportunity

Wannon Water observes the principles of Equal Employment Opportunity and it is the responsibility of every employee of Wannon Water to ensure the workplace is free from discrimination.

Wannon Water supports a flexible workplace.

Training & Development

Wannon Water and its employees agree that well planned training is important to the success of the organisation. Wannon Water will work with employees to identify areas where the provision of training is required. An annual performance review of each employee will be undertaken by the employee's manager/coordinator in consultation with the employee to identify, plan and implement relevant training and development for the upcoming twelve months.

Wannon Water commits to providing suitable targeted training to equip employees with the necessary skills and competency to undertake their work.

Employee	Manager
Name _____	Name _____
Signature _____	Signature _____
Date _____	Date _____