



POSITION DESCRIPTION

POSITION DETAILS

Title	Team Leader, Community Engagement (Infrastructure)		
Reporting to	Manager, Engagement		
Function	Strategy & Partnerships		
Section	Communications and Engagement		
Team	Community Engagement		
Classification	Senior Officer		
People Leader	Yes	Org Level	3
Written by	Samantha Aitchison	Date	June 2022
Approved by	Richard Smith	Date	June 2022

POSITION PURPOSE

Provide one to three statements that describe the main purpose of the role, describing the job and convey why this job exists and what its contribution is to the organisation.

The Team Leader, Community Engagement (Infrastructure) has a lead role in providing advice, guidance and advocacy for best practice community engagement in line with our Community Engagement framework through our multi-million-dollar infrastructure works program.

This role leads a team that supports GWW Growth and Infrastructure function and delivery partners to identify emerging issues, elevate community voice and share insights to better inform decisions.

ORGANISATION CONTEXT – ABOUT GREATER WESTERN WATER

Greater Western Water (GWW) enhances the customer experience and security by providing more affordable services for the communities it serves. It's how we play our part in keeping Melbourne's inner and western regions vibrant, unique and a great place to live.

The challenge into the future, is to continue to develop the organisation in addressing the unprecedented growth being experienced in Melbourne's western corridor, in a way that:

- Delivers value for customers and communities
- Leverages partnerships and technology to create future opportunities
- Enables a performance focused, safe and inclusive workplace culture where employees can innovate and thrive
- Contributes to a highly liveable, viable region, and
- Cares for the environment.

Greater Western Water respectfully acknowledges the peoples of the Kulin Nation as the Traditional Owners of the lands and waters on which our service area lies.

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MAJOR ACCOUNTABILITY AREAS	
Major Accountability Area	Key Performance Indicator
<p>Community Engagement</p> <ul style="list-style-type: none"> • Drive a consistent engagement approach, in line with GWW's Community Engagement Framework, best practice and strategic priorities. • Identify and track organisation-wide community engagement activities to minimise engagement fatigue and maximise insights, alongside Strategic Engagement Team Leader. • Manage and develop compelling, high-quality communication and engagement plans and materials. • Provide strategic, authoritative advice to senior stakeholders across multiple concurrent infrastructure project issues and opportunities. • Develop and support team members to create innovative responses to complex community or stakeholder engagement issues where defined policy, procedures or precedents do not always exist. • Support consistent, customer-focused resolution of works-related issues and complaints. • Produce well-researched and brand-compliant project communications for customers and community. • Collaborate closely with the Strategic Engagement team to ensure our external events calendar supports opportunities to engage with communities where infrastructure projects are planned or being delivered. • Collaborate closely with the Brand & Digital and Content & Creative Teams to ensure GWW's digital platforms provide engaging, up-to-date and on-brand infrastructure project information and updates. • Lead others to identify opportunities and good news stories that promote the benefits 	<p>Measure</p> <ul style="list-style-type: none"> • Uplift in G&I understanding of GWW Framework and principle-based decision making • All infrastructure projects are supported by a communications and engagement plans consistent with GWW Community Engagement Framework • Plans are evaluated and outcomes reported and insights shared • Collection and sharing of community insights

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<p>of our infrastructure projects for our communities.</p>	
<p>Stakeholder management</p> <ul style="list-style-type: none"> Proactively manage opportunities, issues and risks to build understanding and support for infrastructure projects whilst maintaining relationships across stakeholder groups, government agencies, local councils and community. Work alongside key stakeholders to ensure community interests are prioritised in our infrastructure project planning and delivery, advocating for the best customer outcomes. Provide sound advice to internal and external stakeholders and identify, develop and implement effective tools for stakeholder engagement. 	<p>Measure</p> <ul style="list-style-type: none"> Identification of new and emerging stakeholders Feedback from delivery partners and G&I leadership team Stakeholder satisfaction
<p>Contract management</p> <ul style="list-style-type: none"> Support Growth & Infrastructure Group to manage GWW delivery partners ensuring they meet our community engagement commitments and customer charter standards and conform to contract requirements. Participate and provide specialist community engagement advice in the development and assessment of expression of interest and tender processes to ensure customer and community is a focus. Liaise with GWW delivery partners to review and approve communications materials. 	<p>Measure</p> <ul style="list-style-type: none"> Improved community engagement outcomes through procurement process Innovation and creative engagement approaches, tools and techniques included in contracts and project plans. Uplift of performance of delivery partners and contractors
<p>Relationship management</p> <ul style="list-style-type: none"> Develop and manage relationships with key senior internal and external stakeholders (inc councils, government agencies, community groups) to support engagement activities. Cultivate positive, productive relationships across the Growth & Infrastructure Group and GWW delivery partners, providing specialist input and insight to help resolve issues and realise opportunities. Work closely with Partnerships Section to gain insights on building and maintaining 	<p>Measure</p> <ul style="list-style-type: none"> Deepening of relationships leading to superior project outcomes Satisfaction and functionality of relationships Feedback from delivery partners and G&I leadership team

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<p>strong relationships with First Nations communities and representatives.</p> <ul style="list-style-type: none"> • Collaborate closely with the Strategic Engagement team to provide a calendar of engagement activities across our service area. • Engage and manage engagement specialists as required to deliver agreed programs of work. 	
<p>Budget management</p> <ul style="list-style-type: none"> • Effective budget management including planning, forecasting and accruals reporting in line with GWW's finance cycle. • Ensure engagement activities and resources are aligned with contract objectives and budgets. 	<p>Measure</p> <ul style="list-style-type: none"> • Manage activities within budget • Effective management of team budget • Work with G&I on budget management • Finance deadlines are met (incl. CAPEX timesheets)
<p>Compliance</p> <ul style="list-style-type: none"> • Ensure compliance and adherence to all organisational policies and procedures. 	<p>Measure</p> <ul style="list-style-type: none"> • Actions logged and actioned in the Bridge • Team training requirements delivered • Safety actions are managed in a timely fashion
<p>Team Leadership</p> <ul style="list-style-type: none"> • Lead and inspire a team of community engagement professionals to deliver high quality work in a fast-paced, complex, deadline-driven environment working both independently and as part of a broader section of communication and engagement specialists. • Create a collaborative and accountable teamwork environment to deliver engagement excellence. • Mentor and support team members to achieve their goals. • Provide vision, role clarity and development opportunities for team members. • Delegate tasks and responsibilities to team appropriately, monitoring performance and providing timely and constructive feedback. • Share knowledge, participate and work collaboratively as a member of the Strategic 	<p>Measure</p> <ul style="list-style-type: none"> • Build a high performing culture and ways of working internally and across the section, consistent with GWW expectations • Results of staff surveys • Co-design development and performance plans with team members • Managing health and safety wellbeing of the team • Regular team and individual meetings • Performance conversations held regularly and documented

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<p>Communication and Engagement Section leadership team, and across the business as a people leader.</p> <ul style="list-style-type: none"> Participate in GWW's emergency management on-call roster arrangements. 	
<p>Continuous improvement</p> <ul style="list-style-type: none"> Lead continuous improvement, staying up to date with industry best practice and recommending changes to provide contemporary, relevant community engagement approaches. Champion the continuous uplift of GWW's community engagement practice, proactively sharing project case studies and learnings for the benefit of future projects. 	<p>Measure</p> <ul style="list-style-type: none"> Innovation examples and stories collected and told that align with our Community Engagement Framework principles
<p>Emergency and Incident Management</p>	
<p>Health, Safety and Wellbeing</p> <ul style="list-style-type: none"> Take care of own and colleagues Health, Safety and Wellbeing (HSW) through proactively supporting and promoting – regardless of role – positive HSW leadership, as part of GWW's culture. 	<p>Measure</p> <ul style="list-style-type: none"> Contribute to a healthy and safe workplace. Support and promote programs to reduce HSW (physical and psychosocial) risk. Contribute to the enhancement (effectiveness / usability / accessibility) of HSW systems and processes. Participate in HSW projects, initiatives and forums, as required.

RELATIONSHIPS AND STAKEHOLDERS

Outline the position's requirements for internal and external communication/negotiation/contact with other people or groups

Concentrate on those communication requirements that are critical to the achievement of the position's primary objective(s).

List any committees, etc the position will be involved with (internally or externally).

Internal

- This role works closely across senior stakeholders and project teams in GWW's Growth & Infrastructure Group and liaises closely with the Group's Communications Partner.
- It has a close day-to-day working relationship with the Strategic Engagement Team to deliver a strong and visible program of best-practice engagement planning and delivery.

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	<ul style="list-style-type: none"> It works alongside the Brand & Digital and Content & Creative Teams to bring engagement activities and project outcomes to life across our channels.
External	<ul style="list-style-type: none"> GWW delivery partners Key stakeholders including local councils, government agencies, community groups Customers impacted by our infrastructure work activities Other Victorian water corporations

SKILLS, EXPERIENCE and TECHNICAL KNOWLEDGE	
Enterprise Skills	Proficiency
Change Agility	Advanced
Communicating with Influence	Advanced
Stakeholder & Relationship Management	Advanced
Customer Focus	Advanced
Decision Making	Intermediate
Delivering Results	Advanced
Technical Knowledge	<ul style="list-style-type: none"> Community engagement Stakeholder management Customer service People leadership
Experience	<p>Essential</p> <ul style="list-style-type: none"> Demonstrable experience in a similar role, leading teams to prepare and implement communications and engagement plans in the context of infrastructure projects of different sizes, resourcing and levels of complexity. Outstanding collaborator with exceptional people skills who enjoys working with a wide range of stakeholders. Skilled at managing expectations, with strong problem-solving skills and ability to deliver information to influence outcomes. A strong risk-radar, well accustomed to identifying potential risks and developing strategies to mitigate them. Experience guiding development and distribution of customer-friendly communication materials for a range of audiences. Agility and adaptability to plan and prioritise across multiple project activities, operating across strategic and tactical levels to support delivery of team outcomes. Demonstrated ability to manage challenging stakeholder environments and conversations.

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	<p>Desirable</p> <ul style="list-style-type: none"> • Experience working within an engineering or utilities environment, or government sector, with a strong passion for environmental and customer-focused outcomes.
<p>Qualifications Include relevant trades / qualifications / licences / accreditations / registrations</p>	<ul style="list-style-type: none"> • Tertiary qualification in communications, journalism or an equivalent combination of relevant experience and education/training. • IAP2 certification

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