

WANNON WATER

Careers Information Package

wannonWATER

A career at Wannon Water

Thank you for your interest in a career with us.

Job Title: Engagement & Education Coordinator

This Careers Information Package will provide you with all you need to know regarding this position and our recruitment process, including the following:

- Our application process
- About Wannon Water
- Employment details
- Position description.

Specific enquiries about this position should be directed to Garrath Darkin (Branch Manager Communications & Engagement) on 1300 926 666.

Applications close on Sunday 1 November 2020.

We look forward to receiving your application.

People & Wellbeing Team
Wannon Water



Employment details

Status	Full time ongoing
Location	Warrnambool
Award	Wannon Water Enterprise Agreement 2016
Classification	Band 7A – 7D
Salary	\$89,214 to \$99,519 per annum
Payment details	Salary is paid fortnightly into a nominated bank account by direct deposit.
Superannuation	9.50% superannuation is paid into a membership fund of your choice.
Hours	Normal working hours are 8.15am to 5pm each day with a 45 minute meal break. Flexible working arrangements can be considered for the right applicant.
Annual leave	4 weeks per year
Personal leave	12 days per year
Rostered day off	Working a nineteen day month with one rostered day off every four week period.
Professional development	Wannon Water offers both legislative and professional development opportunities for all employees.
Probationary period	As per the Fair Work Act 2009
Pre-employment medical	Employees will be required to undergo pre-employment checks as requested. Wannon Water will meet the cost of this check.
Pre-employment police check	Consent to conduct a police record check which is required at commencement of employment. Wannon Water will meet the cost of this check.
Working with Children Check	Dependent on role requirements. Wannon Water will meet the cost of this check.

The application process

Wannon Water is driven to be an Employer of Choice within south-west Victoria.

Our recruitment process and decisions are fair, honest and merit-based, and comply with workplace-related legislation.

We aim to employ the right people for Wannon Water to succeed as an organisation.

Preparing your application

All applications must be supported by a cover letter and resume. Please consider the following when preparing your application:

Cover letter

Outline how well suited you are for the position and what you can bring to Wannon Water.

Resume

Clearly outline your employment history, educational history, qualifications and skills relevant to the position.

Referees

Include the names, position titles and contact phone numbers for at least two (2) professional referees. One of these referees must be your current supervisor/employer (which can be provided near the end of the decision process).

Submitting your application

All applications are to be sent via email to:

peopleandwellbeing@wannonwater.com.au

Applications must be submitted prior to the closing date.

All applicants will receive confirmation of their application via email from a member of the People & Wellbeing Team.

Short-listing and notification

All applications will be short-listed by an interview panel.

Candidates will be assessed on relevant qualifications and experience, along with how well they fit with Wannon Water's values, culture and team.

In some instances timeframes may vary, but short-listing is generally completed within the first week after applications close.

Unsuccessful applicants will be notified as practicable.

Interviews

Applicants selected for interview will be contacted by phone with a proposed interview time, date and location.

All interviews will be conducted by an interview panel and Wannon Water has a preference to conduct these interviews face-to-face.

Applicants will be asked a variety of questions relating to their experience and qualifications, and will need to demonstrate their ability to fulfill the role requirements and align with Wannon Water's values.

The outcome of the interview process is usually provided to all interviewees within seven days.



About us

Wannon Water is Victoria's second largest regional urban water corporation by area.

Each day across south-west Victoria we deliver clear, fresh drinking water to our customers. We also take away sewage and trade waste which we treat and return safely to the environment.

As a key regional organisation, Wannon Water strives to be an influential community partner, contributing to the wellbeing and prosperity of the region as a whole. We are guided by our strategic direction of ***beyond water for strong communities***.

We provide services to 34 towns, including residential, commercial, industrial and rural customers.

Our 212-strong employee base has more than 1,500 years' experience at Wannon Water to fulfil our purpose of providing safe, reliable, innovative and sustainable water services and strengthening communities in south-west Victoria.

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

Each team of employees, from our humble beginnings back in the 1860s, to the complex operation we are today, continues to act and operate as stewards of our finite resources.



Our strategic direction



We provide safe, reliable, innovative and sustainable water services and strengthen communities in south-west Victoria



OUR FOCUS IS ON:

Value for customers

Stronger communities

Performance culture

Business excellence

2023 OUTCOMES:



Our customers consider us great value



Our community partnerships help this region flourish



Our people are engaged, high performing and love working at Wannon Water



Our business is resilient and our practices effective

Our values



Snapshot



Climate:
temperate



24C average maximum
summer temperature



256kms distance
from Melbourne



\$360 per week
median rent



735mm average
annual rainfall



14C average maximum
winter temperature



\$370,000 median
house price



Unemployment
rate **3.4%**

* Warrnambool figures

About our region

South-west Victoria is one of Australia's most vibrant and exciting regions to live, work and invest

Our region extends from the Otway Ranges to the South Australian border. It includes the major centres of Warrnambool, Portland and Hamilton and features the diverse landscapes of the Great Ocean Road, the Grampians, the volcanic plains and the World Heritage-Listed Budj Bim Cultural Landscape, which is sacred to the Gunditjmara people.

It was recently voted the most liveable region in Australia according to the annual Ipsos *Life in Australia* Poll.

You'll enjoy a relaxed lifestyle and clean air in the friendly regional centres, historic villages and rural escapes. Affordable housing, a great food culture, and quality educational, healthcare, recreational and cultural facilities are just some of the reasons to join us here.

Our region covers five local council areas which all have their own unique features.

Warrnambool - a cosmopolitan city by the sea

The City of Warrnambool is the largest city in south-west Victoria. It is the major regional centre for healthcare, education, professional services and sport and culture.

Quick facts:

- Population: 34,900
- Main cities/towns: Warrnambool, Allansford.

- Major facilities/attractions: beaches, airport, livestock saleyards, Flagstaff Hill Maritime Village, Lake Pertobe, Lighthouse Theatre, art gallery, whale watching, May Racing Carnival, Grand Annual Sprintcar Classic
- Major industries/employers: Midfield, Deakin University, South West TAFE, South West Healthcare, St John of God Hospital, Lyndoch Living.

Southern Grampians- Greater Hamilton - one place. Many possibilities

Spanning the heart of Victoria's renowned Western District, agriculture and sheep grazing are the major industries in the shire. Hamilton is the main retail and service centre, supporting a wealthy pastoral history of more than 160 years.

Quick facts:

- Population: 16,100
- Main cities/towns: Hamilton, Coleraine, Dunkeld, Peshurst
- Major facilities/attractions: Grampians National Park, Hamilton Sheepvention, botanic gardens, airport, rivers and waterfalls, food and wine, art galleries. camping, recreation and leisure
- Major industries/employers: Hamilton Regional Livestock Exchange, agriculture, forestry, healthcare, education and retail.



Historic Port Fairy

Moyne - magical Moyne

Moyne Shire is characterised by agriculture, fresh seafood, manufacturing, historical villages and a vibrant and dynamic tourism industry, which is a key driver of regional investment and development.

Quick facts:

- Population: 16,900
- Main towns: Port Fairy, Koroit, Mortlake, Peterborough
- Major facilities/attractions: beaches, Port Fairy Folk Festival, Koroit Irish Festival, Tower Hill, Bay of Islands, Mount Shadwell olivine crystal fossicking, rail trail, fishing
- Major industries/employers: Warrnambool Cheese and Butter, Bega, SunPharma, Western Victoria Livestock Exchange, Bamstone, tourism, fishing and aquaculture.

Glenelg - a perfect place to live, work and invest

Glenelg Shire is an important part of the Green Triangle economic region, which spans the border area between South Australia and Victoria. The area has a strong focus on plantation timber, horticulture and viticulture. The shire is an important base for renewables and clean energy projects, particularly in emerging technologies.

Quick facts:

- Population: 19,700
- Main cities/towns: Portland, Casterton, Heywood
- Major facilities/attractions: Budj Bim Cultural Landscape, harbour, historic buildings, Australian Kelpie Muster, Upwelling Festival, Wood, Wine and Roses Festival, Cape Bridgewater, fishing, boating, walking and camping.
- Major industries/employers: Alcoa, Port of Portland, renewable energy, agriculture, forestry, healthcare, education and tourism.

Corangamite

Corangamite Shire is predominantly rural, with a large agricultural base. Tourism is also an important and growing industry, especially around the world-renowned Twelve Apostles, the Port Campbell National Park and the volcanic crater lakes.

Quick facts:

- Population: 16,100
- Main towns: Camperdown, Cobden, Terang, Timboon, Port Campbell
- Major facilities/attractions: Twelve Apostles, Port Campbell National Park, volcanic lakes and craters, heritage buildings, gourmet food trail, Cobden airstrip, saleyards, rail and walking trails
- Major industries/employers: Fonterra, agriculture, energy projects, tourism, healthcare and educational facilities.

POSITION DESCRIPTION

Position title	Engagement & Education Coordinator
Section	Communications & Engagement
Employment type	Full Time Permanent
Classification	Band 7
Location	Warrnambool
Date Approved	14 October 2020
Approving Officer	Branch Manager Communications & Engagement

POSITION OBJECTIVES

- To provide a comprehensive, proactive and strategic community engagement and stakeholder relationship service for Wannon Water.
- To manage a small team of employees to deliver Wannon Water's engagement, education, community grants and sponsorship programs.
- To build the capacity of employees across the organisation to deliver best practice engagement programs and partnerships.
- To proactively participate in delivering Wannon Water's Community Strategy.
- To develop and lead the implementation of Wannon Water's Engagement Plan and Education Plan
- To develop, implement and evaluate components of other Wannon Water projects relevant to community engagement and education.
- To support and foster a collaborative team environment within Communications & Engagement.

KEY RESPONSIBILITIES & DUTIES

- Coordinate Wannon Water's engagement program relating to corporate initiatives (including the annual Wannon Water Engagement Cycle), capital works projects and other activities, ensuring the timely delivery of quality information for stakeholders.
- Develop and implement a suite of engagement tools, including face-to-face, online and surveys, as required to capture a broad and diverse range of feedback to help inform Wannon Water's decision-making.
- Deliver professional development in community engagement for Wannon Water employees, based on IAP2 and other best practice principles.
- Own and champion Wannon Water's Engagement Framework, providing guidance and materials to support employees in delivering appropriate and consistent engagement activities for their projects.
- Deliver relevant engagement-related activities in Wannon Water's Community Strategy.
- Coordinate engagement plans for multiple projects, often with competing deadlines and pressures, and including out-of-business-hours work as needed to meet the needs of customers and stakeholders.
- Develop, implement and report on an annual engagement plan of activity, engagement opportunities, communications and evaluation.

POSITION DESCRIPTION



Engagement & Education Coordinator

- Oversee Wannon Water's education program and provide strategic advice for expanding the program to a broader audience, particularly in relation to adult education.
- Oversee Wannon Water's sponsorship and merchandise programs to maximise shared value for Wannon Water and its communities.
- Work collaboratively with other Communications & Engagement employees to deliver the broader objectives of the branch.

Financial

- Support the Branch Manager Communications & Engagement in setting and managing budgets.
- Deliver responsibilities within 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 regarding the development and implementation of Occupational Health and Safety plans.

Staff Management

- Manage 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 and engagement duties as directed.
- Be responsive to organisational change, community landscape and localised issues.

ORGANISATIONAL RELATIONSHIPS

Responsible to	Branch Manager Communications & Engagement
Responsible for	
External Liaison	Creative agencies and suppliers, community groups, customers, industry bodies, councils, government departments and other stakeholders as directed.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

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.

POSITION DESCRIPTION

Engagement & Education Coordinator



- 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 engagement activities.
- Within agreed objectives and goals, manage external consultants and contractors responsible for delivery of community engagement plans.
- Coordinate the work delivery of other education and engagement employees and, as required, that of the wider 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, stakeholder and contract management
- Experience and training in the International Association of Public Participation (IAP2) or other recognised community and/or stakeholder engagement programs
- Strong skills in writing, facilitating and presenting to 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.
- Ability to analyse data and provide strategic advice regarding customer and community sentiment.
- Highly developed IT skills.
- High level organisational knowledge to clearly and succinctly communicate Wannon Water's services and objectives to 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 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

POSITION DESCRIPTION



Engagement & Education Coordinator

- Commitment to the principles of best practice community engagement.
- Ability to communicate proactively, confidently and effectively with customers, community members, government departments and other stakeholders.
- 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.
- A positive can-do attitude, and ability to work effectively in a team environment and guide others in education and community engagement matters.
- Ability to liaise with other employees at all levels within the organisation to resolve challenges.

QUALIFICATIONS & EXPERIENCE

- Tertiary qualifications in communications, community engagement, 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 consistent with best practice.
- Knowledge and experience in liaising with water industry stakeholders, including local government, environmental groups, local community groups and special interest bodies, is preferred.
- Understanding of communications and 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: Quality management systems - Requirements
- AS/NZS ISO 14001: Environmental management systems - Specification with guidance for use and AS/NZS ISO 14004: Environmental management systems - General guidelines on principles, systems and supporting techniques
- AS/NZS 4801: 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

Values

Values

POSITION DESCRIPTION

Engagement & Education Coordinator



Wannon Water employees will demonstrate the values of the Victorian Public Sector as described in the Code of Conduct for Victorian Public Sector Employees (Responsiveness, Integrity, Impartiality, Accountability, Respect, Leadership, Human Rights) as well as Wannon Water's values:

Our slogan

- Think It!
- Work It!
- Own It!

Our Values

- People Focused
- Respect
- Collaboration
- Innovation
- Integrity

We are committed to a destination where:

- Our people love working at Wannon Water.
- Our customers consider us great value.
- Our community partnerships help this region flourish.
- We are proud of our business excellence.

Inclusion and Diversity

Wannon Water embraces all forms of diversity and promotes family friendly working hours and leave arrangements to ensure our workforce is representative of the community that we serve.

Probationary Period

All successful applicants will be subject to probationary period in accordance with the Fair Work Act 2009.

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".

POSITION DESCRIPTION

Engagement & Education Coordinator



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 each and every employee of Wannon Water to ensure the workplace is free from discrimination.

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	_____



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