

POSITION DESCRIPTION

Position title	Project Manager – CX Plus
Section	Digital Services
Employment type	Temporary
Classification	Subject to experience and qualifications
Location	Warrnambool
Date Approved	December 2025
Approving Officer	Chief Information Officer

POSITION OBJECTIVES

Wannon Water is embarking on an exciting digital transformation journey with the 'CX Plus Project' - Delivering a new Customer Relationship Management (CRM) and Billing System. This initiative will introduce new business processes and technology across billing and customer experience, helping us deliver innovation and value across the organisation. By simplifying processes and enhancing efficiency, we'll improve the way we connect with and support our customers every day.

The Project Manager - CX Plus is responsible for managing the successful planning, implementation, and delivery of Wannon Water's new CRM, billing and integration systems over an 18-month period.

The role ensures the solution is delivered against the agreed scope, schedule, and budget, aligning with Wannon Waters strategic direction.

KEY RESPONSIBILITIES & DUTIES

- Manage relationships with vendors, consultants and implementation partners to support effective project delivery.
- Apply PRINCE2 and Agile methodologies to oversee daily stand-ups, track progress and monitor success metrics across all delivery streams.
- Identify, monitor and mitigate project risks, issues and dependencies to maintain project stability and continuity.
- Prepare and present progress, outcome, risk and benefit reporting to senior management and governance committees to support informed decision making.
- Ensure vendor performance aligns with agreed deliverables, quality expectations and data security requirements.
- Implement strategies to support system adoption, capability uplift and sustained behavioural change across the organisation.
- Collaborate with other water corporations, user groups and industry peers to share insights, promote continuous improvement and leverage sector-wide best practice.
- Lead the end-to-end planning, coordination and delivery of the CX Plus project to ensure outcomes are achieved within agreed timeframes and budget parameters.
- Provide leadership and direction to the internal project team to enable effective performance across all project streams.

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- Model Wannon Water's values in all interactions with colleagues, customers, partners, the community and stakeholder groups.
- Promote a positive culture of continuous improvement, innovation and high-quality customer service within the project environment.
- Champion a Zero Harm approach to ensure the safety and wellbeing of all project team members, contractors and stakeholders.

You may be required to carry out other duties as directed from time to time

ORGANISATIONAL RELATIONSHIPS

Responsible to	Customer Digital Platform Manager
Responsible for	All employees within the CX Plus team
External Liaison	Public Authorities, contractors, consultants, government, agencies, professional personnel, businesses, customers and suppliers.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- This position is responsible for leading and managing the CX Plus project team, providing direction, coordination and oversight to deliver agreed project outcomes.
- The freedom to act is guided by the project's scope, goals, deliverables and success measures, which are established in collaboration with the Service Delivery Manager and the Customer Digital Platform Manager. Decisions and actions are undertaken within these parameters, with regular reviews to ensure alignment with organisational expectations.
- Decisions and actions made at this level may have a substantial effect on the progress, success and perception of the CX Plus project and, in turn, on customer and organisational outcomes

JUDGEMENT AND DECISION MAKING

- The role requires strong analytical and problem-solving capability, including examining complex issues, assessing a range of options and considering the advantages and disadvantages of each before recommending a preferred approach.
- The position is expected to contribute to the development and refinement of change management methods, procedures and processes, noting that these may not be fully defined and require adaptation to meet project and organisational needs.
- The role is responsible for identifying priorities and establishing clear goals, responsibilities and accountabilities to support informed decision making and ensure delivery of results within the functional area.

SPECIALIST SKILLS & KNOWLEDGE

- The position requires proficiency in applying structured, theoretical or specialist approaches to identify solutions to new and emerging problems, including those that may fall outside the position's core area of expertise.
- The role requires a sound understanding of the organisation's long-term goals, values and strategic direction, as well as the legal, socio-economic and political context in which Wannon Water operates.

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- Demonstrated experience leading complex projects in multi-stakeholder environments, supported by strong project management capability and best-practice methodologies, including Certified PRINCE2 Practitioner qualifications.
- Experience in Agile ways of working is highly desirable, particularly in environments undergoing significant change or system transformation.
- Well-developed communication, facilitation and stakeholder engagement skills, including the ability to lead workshops and support effective collaboration across diverse groups.
- Proven ability to manage budgets, timelines and vendor relationships to ensure delivery of project outcomes within agreed parameters.
- Experience with data migration, system integration and reporting frameworks, including analytical capability and a high level of competence in the use of computing tools to support decision making.
- Advanced proficiency in project planning and reporting tools such as MS Project, Excel and PowerPoint to produce project schedules, analytical outputs and clear graphical reporting.
- A solid understanding of Victorian Water Corporation processes and back-office operations is strongly preferred, particularly where these influence customer, billing and digital transformation programs.

MANAGEMENT SKILLS

- The position requires management skills to achieve project objectives and goals, taking into account organisational and external constraints and opportunities.
- The role is responsible for coordinating all streams of project activity, which will operate concurrently, and for managing the Project Functional Lead – CX Plus to ensure integrated project performance.
- The position is required to establish project priorities, set clear goals and assign responsibilities to enable others to deliver results and meet expectations.
- The role fosters teamwork and collaboration across project streams, supporting effective communication and joint problem solving.
- The position facilitates constructive resolution of conflict to maintain progress and support positive working relationships within the project environment.
- The role requires well-developed skills in managing time, setting priorities and planning and organising one's own work, as well as the work of other employees and contractors, to achieve defined outcomes efficiently within available resources and budgets, despite competing demands.

INTERPERSONAL SKILLS

- The position requires the ability to persuade, convince and negotiate with a wide range of stakeholders, including employees, customers, external partners and other organisations, to support the achievement of defined objectives.
- The role must be able to lead, motivate, coach and develop other employees, modelling emotionally intelligent behaviour and setting a positive example for others to follow.
- The position employs strong negotiation and persuasive skills to build consensus, particularly when managing resistance to change or when aligning stakeholders around a practical course of action.
- Well-developed written and verbal communication skills are essential, including the ability to present information clearly and engage diverse audiences.

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- The role is required to work constructively and collaboratively across different areas of the business and with external organisations to achieve shared outcomes.

QUALIFICATIONS & EXPERIENCE

- Extensive experience managing IT/Digital projects, preparing and successfully implementing project management plans and reporting.
- Certified PRINCE2 Agile highly desired.
- Bachelor's degree in business, technology or similar discipline.
- An understanding of Wannon Waters customer and billing operations, business processes and regulatory requirements as well as an understanding of the needs of employees in delivering business outcomes.
- Salesforce CRM and Azure integration systems experience is highly desirable

A current Australian drivers licence is required.

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 ISO 45001: Occupational health and safety management systems – Requirements 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

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:

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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.

Minimum Employment Period

All successful applicants will be subject to six month minimum employment period as per 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:

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“The employee 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”.

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 45001). These standards ensure that all employees are provided with a safe and healthy working environment. 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	_____