

CRC-P PROGRAM COORDINATOR

- **Support a national pipe condition assessment program**
- **Engage with representatives from across the Australian water sector**
- **Develop a strong understanding of contemporary issues in pipe condition assessment**

1 INTRODUCTION

The Water Services Association of Australia (WSAA) is the peak body of the Australian urban water industry. Its members provide water and sewerage services to approximately 20 million Australians and to many of our largest industrial and commercial enterprises.

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. WSAA also supports urban water service providers in meeting community expectations in relation to the environment, sustainability and public health in a cost-effective manner.

WSAA's vision is for Australian urban water utilities to be valued as leaders in the innovative, sustainable and cost effective delivery of water services. WSAA strives to achieve this vision by promoting knowledge sharing, networking and cooperation amongst its members. WSAA identifies emerging issues and develops industry-wide responses and is the national voice of the urban water industry, speaking to government, the broader water sector and the Australian community.

WSAA serves its members by:

- Promoting knowledge sharing, networking and cooperation for the benefit of the urban water industry;
- Identifying emerging issues of importance to the urban water industry and developing strategic responses;
- Developing industry-wide approaches to national water policy issues;
- Being the voice of the urban water industry at the national level;
- Facilitating strategic standardisation, industry performance monitoring and benchmarking;
- Delivering projects and research outcomes of national significance; and
- Providing information and communicating in a timely and effective manner

2 THE POSITION

The Program Coordinator reports to the CRC-P Program Manager. The Program Coordinator is responsible for supporting the delivery of a \$24M CRC-P project to enhance our understanding of structural pipe lining materials. They will also have strong interaction with and input into two associated projects on developing condition assessment techniques for asbestos cement pipe and evaluation of pipe lining materials for asbestos cement pipe. The Project Manager role will report to relevant project steering committees and coordinate a number of technical working groups. The person will be involved in liaison between water utilities, manufacturers, applicators and universities. Progress will be regularly monitored through milestones and deliverables agreed with the project's funding partners.

The position supports the CRC-P Program Manager in delivering project-wide operational management together with high quality customer focused services. The position must maintain a high level of awareness of all administrative arrangements and requirements of stakeholders and must provide timely information flow and an effective liaison between all stakeholders.

The position works closely with the support staff of Water Services Association of Australia.

This position has no direct supervisory responsibilities.

The position has no direct budget responsibilities.

3 KEY RESULT AREAS AND RESPONSIBILITY

- Coordinate Project activities with relevant stakeholders including the establishment and maintenance of productive relationships with all stakeholders and project members to ensure appropriate project updates, hand-over of materials and reporting are completed, and to ensure high quality performance of the Project.
- Meet regularly with Project Steering and Working Groups, Chief Investigators and Activity Leaders regarding the status/progress of activities, to ensure that major milestones are met and delivered. Keep them informed of new or changed procedures and/or initiatives, and discuss and resolve issues.
- Actively participate in all project related meetings, project reviews and other discussions and provide management reports on all aspects of the Project as required.
- Manage the development, maintenance and implementation of processes and systems to ensure conformity across all projects, including the test facilities at Monash University and University of Sydney, along with field test sites. This includes conformity with manufacturers and applicator standards and policies.
- Regularly review project processes and develop strategies that ensure continuous improvement and growth of the Project as required.
- Ensure the effective collection, collation and reporting of Project information according to timeframes and deliverables.
- Encourage the development and maintenance of a strong customer service orientation among the project team.
- Ensure that research findings are converted into clear and technically sound reports that the industry partners can readily utilize in their operations.
- Assist in establishing systems and support structures that ensure WSAA meets its funding obligations with all external agencies.

4 PROFESSIONAL REQUIREMENTS

The Program Coordinator requires the following skills:

- Good organisational skills with a high level of attention to detail and the ability to work to tight and competing deadlines.

- Well-developed analytical and problem-solving skills plus a high degree of initiative, with proven ability to instigate and undertake tasks with minimum supervision or direction.
- Excellent written and oral communication skills with a demonstrated ability to communicate and negotiate at all levels. An ability to convert scientifically complex information into practical information that is easy to understand and apply.
- Proficiency in the use of software packages e.g. Word, Excel and PowerPoint.
- Demonstrated ability to work independently as well as part of a team. Ability to build successful relationships with Project stakeholders, spanning both business and government.
- Demonstrated ability to engage with people, understand their needs and requirements and deliver outcomes that meet those requirements.
- Demonstrated ability to achieve outcomes in a timely manner through influencing others without direct authority.
- Demonstrated ability to manage projects.
- Demonstrated ability to work independently, take initiative and engage with colleagues in multiple office locations.

5 PERSONAL QUALITIES

The Program Coordinator should have:

- A high level of respect and integrity;
- A positive attitude, initiative, drive and enthusiasm;
- Confidence and a high level of self-motivation;
- A strong customer service focus;
- Good people skills;
- Excellent listening skills; and
- A genuine interest in the development of the water industry.

6 QUALIFICATIONS

Appropriate tertiary qualifications, including a Degree level qualification or above in Engineering or Applied Science.

7 EXPERIENCE

- At least five years' experience in one or more aspects of asset management, project management or engineering.
- Understanding of the water industry and an interest in optimizing asset life cycle management.
- Experience in pipe lining techniques and technologies an advantage.
- Demonstrated ability to coordinate and motivate a diverse team of people.
- Customer or stakeholder engagement experience.
- Demonstrated project management ability.

8 OTHER JOB RELATED INFORMATION

- Interstate travel to attend meetings and conferences will be required from time to time, including some overnight stays. Where possible meetings will be undertaken via teleconference.
- Flexibility of working hours and a reasonable level of overtime may be required to complete tasks as workloads vary from day to day and project partners cross different time zones.

9 TERMS OF APPOINTMENT

The appointment is for a three year period. The position would be based at the WSAA offices in Melbourne. Some travel within Australia will be required.