



# LIVEABLE COMMUNITIES PROGRAM COORDINATOR

## 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;
- Providing information and communicating in a timely and effective manner.



## 2. The position

The Liveable Communities Committee Program Coordinator reports to the Manager Utility Excellence. This is a key support role within the organisation involving liaison with members and stakeholders, project management and network coordination. The incumbent will be expected to:

1. Support the Manager Utility Excellence in delivering the program for the Liveable Communities Committee and associated networks.
2. Undertake engagement with external stakeholders, in collaboration with the Manager Utility Excellence. Seeking to influence policy and industry direction to improve water's role in city productivity, growth and the wellbeing of customers and the community.
3. Provide project oversight and guidance for WSAA projects and initiatives as required, including budgetary oversight. Central to this program are a series of 'capstone' initiatives. These are significant work programs concerned with consideration of all urban water sources to support economic growth; the use of placemaking as a basis for deeper engagement with the development industry; and ensuring we consider the broader impacts of water in improving wellbeing. The role includes liaison with key stakeholders, coordination of in-kind and consultant driven input and development of reports as necessary.
4. Coordinate, guide, provide support and facilitate the development of relevant WSAA networks and communities of practice.
5. Managing the contractual components of Liveable Community Management Projects – issuing contracts, tracking project outcomes, ensuring invoices are correct and paid, ensuring that project outcomes meet utility expectations and are delivered without undue scope creep (both time and financial). Note that project outcomes are delivered by influencing the project delivery team rather than direct project management.
6. Provide reports, summaries, presentations and other material to support delivery, publicising and information transfer for the Liveable Communities Committee program and associated networks.
7. Ensure projects are delivered to a standard that meets member requirements and are promoted throughout industry.
8. Assist the WSAA team in raising the profile of WSAA and the urban water industry generally.



### 3. Key attributes

The Liveable Communities Committee Program Coordinator will be required to demonstrate the following key attributes:

- Proven ability to influence policy and industry direction with external stakeholders.
- A proven ability to influence and deliver project outcomes involving a range of stakeholders without direct line authority.
- An ability to work autonomously as part of a small team and effectively manage both stakeholder and manager expectations.
- An ability to recognise issues of strategic importance to WSAA members and communicate these effectively to appropriate WSAA committees and networks.
- Experience in contract management
- Well organized and efficient with strong project management skills, including meeting tight deadlines and delivering projects within budget.
- Highly developed written and oral communication skills, with a proven ability to deliver effective presentations.
- Ability to form effective relationships and excellent networking skills.

### 4. Personal qualities

The Liveable Communities Committee Program Coordinator should have:

- An adaptable approach to work recognising that WSAA is a small organisation
- A demonstrated ability to work well as part of a team and engage with stakeholders at all levels.
- A high level of personal energy, motivated to achieve great outcomes for the urban utility sector.
- A high level of initiative along with a willingness to keep exploring better ways of doing things and pursue new initiatives
- A high level of professionalism and personal integrity.

### 5. Qualifications

A tertiary qualification in a relevant discipline.



## **6. Experience**

- At least 3 years' experience in working on liveability related projects and programs.
- Knowledge of the water industry is desirable but not mandatory.

## **7. Terms of appointment**

The appointment is for an initial period of 18 months. A flexible and attractive remuneration package is available for the right candidate. The position would be based in Melbourne. Some travel around Australia will be required.