

# Liveable Communities Project Officer

## 1. INTRODUCTION

The Water Services Association of Australia (WSAA) is the peak body of the Australian urban water industry. Its members provide water and wastewater services to over 20 million customers in Australia and New Zealand and many of Australia's 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 Project Officer supports the Liveable Communities Manager in the advocacy, policy development and project delivery of the future products and services of the urban water industry in Australia and New Zealand. WSAA and its members are pursuing specific areas within the Liveable Communities Program:

- Water for health – beyond the core business of taps and toilets including physical and mental health benefits and urban heat island.
- Water for placemaking – providing opportunities for water to be included in urban planning, resulting in connectedness with water.
- Water for growth – ensuring all water supply options are available for decision makers.

The Liveable Communities Program also includes projects related to Sustainable Development Goals, water quality, water and wastewater planning, integrated water cycle management, energy management, climate change adaptation and mitigation, the circular economy and reconciliation.

This is a key role within the organisation involving liaison with members and stakeholders, project management and network coordination. The incumbent is expected to:

- Support the Manager Liveable Communities in delivering the program for the WSAA Liveable Communities Committee and associated networks.
- Engage with external stakeholders, in collaboration with the Manager Liveable Communities. Seeking to influence policy and industry direction to improve water's role in city productivity, growth and the wellbeing of customers and the community.
- Provide project oversight and guidance for WSAA projects and initiatives as required, including budgetary oversight.
- Manage the contractual components of projects – issuing contracts, tracking project outcomes, ensuring invoices are correct and paid, ensuring that project outcomes meet utility expectations.
- Coordinate, guide, provide support and facilitate the development of relevant WSAA networks and communities of practice.
- Prepare reports, summaries, presentations and other material to support delivery, publicising and information transfer for the WSAA Liveable Communities Committee program and associated networks.
- Ensure projects are delivered to a standard that meets member requirements and are promoted throughout industry.
- Assist the WSAA team in raising the profile of WSAA and the urban water industry generally.

### **3. KEY ATTRIBUTES**

The Liveable Communities Project Officer demonstrates the following key attributes:

- Ability to influence and deliver project outcomes involving a range of stakeholders without direct line authority.
- Ability to work autonomously as part of a small team and effectively manage both stakeholder and manager expectations.
- Ability to recognise issues of strategic importance to WSAA members and communicate these effectively to appropriate WSAA committees and networks.
- Well organised and efficient with strong project management skills, including meeting 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 Project Officer has:

- 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 water industry.
- 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. EXPERIENCE**

The Liveable Communities Project Officer has:

- 2 - 5 years of experience in water or a related industry.
- Experience in coordinating and working with a team to deliver an outcome.
- Experience in managing projects and delivering tasks within a specified time and budget.
- Experience in contract management.
- Knowledge of the urban water industry is desirable but not essential.

#### **6. QUALIFICATIONS**

The Liveable Communities Project Officer has a tertiary qualification in a relevant discipline.

#### **7. TERMS OF APPOINTMENT**

The appointment can be negotiated as a full time or part time role on a 3-year fixed term contract. A flexible and attractive remuneration package is available for the right candidate. The position is based in Melbourne. Some travel within Australia will be required.