

LIVEABLE COMMUNITIES MANAGER

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 progress 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 Manager leads, facilitates and supports the advocacy, policy development and project delivery of the future products and services of the urban water industry in Australia and NZ. This includes future sources of supply and leading the city shaping agenda. WSAA and its members are pursuing specific areas of water for health – beyond the core business of taps and toilets including mental health and urban heat island, water for placemaking – providing opportunities for connectedness with water; and water for growth including Next Gen Water – an integrated urban water environment with stormwater. The role also includes leadership of climate change adaptation and mitigation including support for renewable energy and the emerging circular economy.

This is a key leadership role within the organisation involving establishing and leading the strategic direction for the Liveable Communities program, in consultation with members and management, liaison with members and stakeholders, project management and network coordination. The incumbent will be expected to:

1. Shape and deliver the program for the Liveable Communities Committee and associated networks.
2. Lead engagement with senior external stakeholders, to influence policy and future industry direction to improve water's role in city productivity, growth and the wellbeing of customers and the community.
3. Provide project management and guidance for WSAA projects and initiatives as required, including budgetary responsibility.
4. Strategic oversight and development of relevant WSAA networks and communities of practice.
5. Managing the contractual and budgetary components of Liveable Communities projects.
6. Ensure projects are delivered to a standard that meets member requirements and are promoted throughout industry.
7. Assist the WSAA team in raising the profile of WSAA and the urban water industry generally.

3. Key attributes

The Liveable Communities Manager will be required to demonstrate the following key attributes:

- Proven ability to develop and influence policy and industry direction with external stakeholders.

- Demonstrated ability to identify and interpret issues of strategic importance to WSAA members and communicate these effectively to appropriate WSAA committees and networks.
- Proven ability to develop, influence and deliver project outcomes involving a senior stakeholders and key personnel from the WSAA membership.
- Proven ability to work autonomously and lead teams to effectively manage both stakeholder and manager expectations.
- Highly developed written and oral communication skills, with a proven ability to deliver effective presentations.
- Well organized and efficient with strong project management skills, including meeting tight deadlines and delivering projects within budget.
- Experience in contract management
- Proven ability to form effective relationships and excellent networking skills.

4. Personal qualities

The Liveable Communities Manager should have:

- Demonstrated leadership experience.
- 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

Suitable tertiary or postgraduate qualifications are required.

6. Experience

- At least 10 years' experience in working on related projects and programs.
- Knowledge of the water industry is highly desirable but not mandatory.

7. Terms of appointment

The appointment is a full time role, for a period of 3 years. A flexible and attractive remuneration package is available for the right candidate. The position can be based in either Sydney or Melbourne. Some travel within Australia will be required.