



Position Description

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TITLE:	BAND
Communications Officer / Administration Officer	3
CLASSIFICATION:	LOCATION:
Officer	Newhaven Head Office
DEPARTMENT	DIVISION
Communications	Customer and Community
REPORTS TO:	DIRECT REPORTS:
Communications and Public Relations Manager	Nil

POSITION OBJECTIVE

- To provide general support in communications and customer service for Westernport Water to support corporate objectives;
- To assist in community relations and consultation processes;
- To positively represent Westernport Water and promote the Corporation's plans and strategies to customers; community representatives and other stakeholders;
- To deliver first class customer service to the customers of Westernport Water; and
- To assist other employees when required.

KEY RESPONSIBILITY AREAS

- Assist the implementation of the Corporation's customer consultative initiatives;
- Assist the CPR Manager with general day to day communications, providing general administrative support and assisting the preparation of internal and external communications;
- Coordinate and assist in public relations activities;
- Assist the CPR Manager to maintain the corporation's website, intranet and social media platforms, ensuring design and content is current and compliant with the Corporation's guidelines and policies;
- Develop and sustain positive and collaborative working relationships with all internal and external stakeholders;
- Act as a contact for and participate in community forums, public events, exhibitions, public relations, publications, media promotions, advertising, and market research (some weekend work will be required);
- Attend corporate events including open forums, community open days, and tours of Westernport Water facilities;

- Provide quality customer service support and assistance requiring the exercising of sound judgement, initiative and maintenance of confidentiality in the performance of work;
- Provide prompt and courteous attention to customers making enquiries, requesting information or requiring assistance with service difficulties; and
- Other duties as directed within the skills and abilities of a position at this level.

ORGANISATIONAL RELATIONSHIPS

Internal:
All staff

External:
Other Water Corporations
Local Government Regulators

REQUIREMENTS OF THE POSITION

Accountability and Extent of Authority;

- The extent of authority of this position is limited by delegations; policies; standards and procedures; content of this position description and assigned tasks; and
- The incumbent will work within specific guidelines and under general supervision.

Judgement and Decision Making;

- The incumbent is required to provide specialist support to the CRP Manager; Executive Management Team; stakeholders and other managers as required;
- When dealing with non-routine matters, the incumbent will be required to rely on established policy and practice. Guidance and advice will always be available from within the organisation or other regulatory bodies; and
- This role will have access to documentation relating to the Corporation and its assets therefore total confidentiality must be maintained at all times.

Specialist skills and Knowledge;

- Understanding of the implications of all relevant legislation and regulations applicable to the Water Industry;
- Proven verbal and written communication skills with ability to tailor communication styles and content to specific audiences using clear and concise language.
- Proven skills in attention to detail, quality assurance skills and creative aptitude.

Management and Interpersonal Skills;

- Ability to effectively manage own time, set priorities and achieve objectives and goals within required timeframes despite conflicting pressures;
- A self-motivated person with initiative and the ability to work with limited supervision;
- Excellent written and verbal communication skills, including public speaking and communicating to all levels of the Corporation.
- The ability to determine priorities, work within deadlines, discuss and resolve issues with supervisors and fellow employees is essential to the position.
- Develop and sustain positive and collaborative working relationships with all stakeholders, externally and internally; and

- Ability to gain co-operation and trust from external stakeholders, members of the public and other employees in a multidisciplinary work environment.

Qualifications and Experience

- Victorian Certificate of Education (or equivalent) and several years experience in communications; marketing &/or sales positions;
- Experience in working with a large customer base and stakeholders;
- Experience in the development and publication of a wide range of customer material.