

## Commercial Officer

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| <b>Classification</b> | Band 3                                    |
| <b>Team</b>           | Corporate & Assurance/Commercial Services |
| <b>Reporting to</b>   | Contracts Lead                            |
| <b>Location</b>       | Bridge Street, Bendigo                    |
| <b>Effective Date</b> | 15 October 2025                           |

## Working at Coliban Water

Underpinning healthy people is healthy water!

Every day almost 180,000 customers in North Central Victoria trust us to deliver the water and sewage services that underpin the health and prosperity of their communities – now and tomorrow. We deliver these services to residents, farmers, businesses, and industry in 49 communities in an area spanning more than 16,500 square kilometres.

Led by our vision **healthy water, healthy people**, putting our customers and communities first is part of our DNA.

Day-to-day this means we maintain and upgrade the water and sewage pipes, pump stations and treatment plants we all rely on. And it's why we've set a bold strategy to build on that trust, enhance our natural environment, strengthen water security and resilience, and help shape the future of our region for the better.

While we're proud to lead the way, we know our success will come from deep understanding and collaboration. We engage regularly with and learn from our customers, communities, Traditional Owners, strategic partners, and others – because as locals, too, we know the best outcomes are realised when we all work together.

## What we stand for

We're focussed on a culture of Earn the customer, Own the risk, and Act. This underpins our ability to deliver high quality services to our region.

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| <b>Earn the customer</b> | We exist to serve our customers. We 'wow' them with an outstanding experience.  |
| <b>Own the risk</b>      | We take responsibility and are accountable to our customers and communities.  |
| <b>Act</b>               | We are brave in our decision making and take action. We make good judgements based on evidence and we follow through. |

Working with us, you'll be joining a vibrant, dynamic, and supportive team that:

- Respects, supports, and collaborates with the First Peoples of the land on which we live and work.
- Champions an inclusive culture that celebrates diversity.
- Is committed to flexible work and balance.
- Is a leader in the area of social justice, which sees us challenging the way we work to improve gender equality and support those impacted by family violence.

At Coliban Water we balance a small team rhythm with the reach and resources of one of the largest Victorian regional urban water corporations.

With big plans on the drawing board over the next five years, it's a great place to take the next step in your career.

What are you waiting for? We'd love you to join us.

## Position overview

The Commercial Officer is part of the Commercial Services team in the Corporate & Assurance department at Coliban Water. The Corporate & Assurance Department provides services to the business relating to people, systems resources, processes and business improvement.

The Commercial Officer plays a key role in enhancing Coliban Water's commercial operations. The role provides administrative, operational and technical support across procurement, contracts and system activities. A primary focus of this role is assisting with the implementation, management, and continuous improvement of the Oracle platform, ensuring procurement and contract processes are efficient, compliant and aligned with organisational needs.

The Commercial Officer will support the end-to-end procurement process, manage supplier records and onboarding, assist with contract preparation and administration, and work closely with internal stakeholders to ensure smooth and compliant commercial operations. This role requires strong attention to detail, systems capability, and a proactive approach to problem-solving and process improvement.

## Position dimensions

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| <b>Capital and expenditure budget</b> | Routine activities specific to the role in accordance with the organisational budget.   |
| <b>Authorities/delegations</b>        | Please refer to the Instrument of Delegations.  |
| <b>Number of reports</b>              | n/a   |
| <b>Internal working relationships</b> | All Coliban Water departments and stakeholders  |
| <b>External working relationships</b> | Contractors, consultants, suppliers, ICN, Department of Government Services, Department of Treasury and Finance, Category Managers of State Purchasing Contracts and other Government departments |
| <b>Other</b>                          | Mastek, our Oracle implementation partner and Oracle.   |

## Key result areas

### Commercial Administration and Support

Provide timely and accurate administrative support across commercial activities including administration of purchase orders and supplier onboarding.

Assist with the coordination of procurement processes and maintain accurate records in line with policy and compliance requirements.

Respond to internal enquiries and escalate more complex matters, where required.

### System and Process Support

Support the effective use of the Oracle system, including data entry, system navigation assistance for internal users, and maintenance of supplier, purchasing and contract data.

Monitor commercial workflows and ensure required documentation and approvals are completed in line with internal processes.

## Compliance and Reporting

Ensure all commercial activities comply with Coliban Water's Procurement Framework and relevant Victorian Government policies including but not limited to:

- Department of Treasury and Finance / Buying for Victoria
  - Victorian Government Purchasing Board (VGPB) procurement framework
  - Ministerial Directions for Public Construction
  - Supplier Code of Conduct
- Department of Jobs, Precincts and Regions:
  - Social Procurement Framework
  - Local Jobs First
- The Commonwealth Modern Slavery Act 2018

Support the preparation of reports and audits by maintaining accurate and up-to-date records and registers.

## Stakeholder Support and Engagement

Provide responsive and professional support to internal stakeholders, helping them to understand and follow required procedures.

Contribute to the delivery of training and guidance materials for staff where required.

## Continuous Improvement

Identify opportunities to improve commercial processes and support the implementation of streamlined procedures.

Participate in team meetings and contribute to discussions on system enhancements, policy updates, and procurement best practice.

## Performance level (complete using performance level descriptions)

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| <b>Action and accountability</b>       | This role is required to provide sound advice and recommendations, within the constraints of policy guidelines, professional standards, processes and procedures.   |
| <b>Judgement and problem solving</b>   | Consistently applies sound judgement to identify issues promptly, analyse problems, and implement effective, practical solutions that support business objectives.<br>This role will make decisions through following established procedures and learned process. However, there is also the requirement to depart from adapted practices and apply inventiveness and/or assess a range of options for implementation. There is a focus on developing more effective and efficient work practices.<br>Problem solving will be required as part of collaboration with other teams, and we will encourage the development of new and innovative solutions to meet business needs over time. |
| <b>Specialist knowledge and skills</b> | Working knowledge of Victorian Government procurement frameworks and compliance requirements.<br>Understanding of procurement processes, including coordination, monitoring, and stakeholder reporting.<br>Familiarity with procurement or enterprise systems (e.g. Oracle) and maintaining accurate records.<br>Strong attention to detail and organisational skills to support procurement activities and policy compliance.  |

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| <b>Interpersonal skills</b>          | <p>Ability to gain cooperation and provide support or advice to internal and external stakeholders to achieve procurement objectives.</p> <p>Strong communication skills and the ability to build and maintain effective working relationships across the organisation.</p> <p>Skilled in promoting adherence to procurement and compliance requirements without compromising on customer service or stakeholder relationships.</p> <p>Collaborative and solutions-focused approach to supporting teams in meeting their procurement responsibilities.</p>  |
| <b>Leadership level</b>              | <p>Select relevant level/s</p> <ul style="list-style-type: none"> <li>Lead self: Core skills demonstrating initiative, collaboration and communication.</li> <li>Lead others: Leads, guides, and influences a team.</li> </ul>  |
| <b>Qualifications and experience</b> | <p>Working knowledge of Victorian Government procurement legislation, frameworks, tendering, contract management, and basic project management practices.</p> <p>Qualifications at Certificate III or IV level in procurement, business administration, or a related field, or equivalent experience.</p> <p>Experience supporting teams to meet procurement or administrative objectives in a structured, policy-driven environment.</p> <p>Proficient in Microsoft Office and online procurement systems, with experience using Oracle (or similar enterprise resource planning systems) for procurement and purchasing functions.</p> <p>Demonstrated experience in preparing reports and communicating effectively with internal and external stakeholders.</p> |

## Shared goals

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| <b>Health safety and wellbeing</b>    | Prioritise your own and others' health, safety and wellbeing by complying with the relevant Occupational Health & Safety legislation and Coliban Water's safety policies and procedures, including reporting hazards and incidents, and ensuring a discrimination-free work environment. |
| <b>Environmental stewardship</b>      | Demonstrate a strong commitment to environmental stewardship by adhering to high standards, sustainability principles, and complying with relevant regulations.  |
| <b>Victorian public sector values</b> | You'll uphold the values of responsiveness, integrity, impartiality, accountability, respect, leadership, and human rights, to strengthen the organisation's effectiveness in the public sector.   |

## Assessments and further requirements

- A valid and current Australian workers' rights.
- You will be required to complete all core-training requirements in the expected timeframes.
- You may be required to perform additional or supplementary duties from time-to-time consistent with your skills, training, qualifications, and experience.
- From time-to-time work outside of your regular business hours may be required, or you might be required to work at remote locations requiring overnight stay.
- You may also be requested to undertake pre or post-employment testing, such as psychometric testing, medical assessments, drug testing, police checks, security clearances, and other assessments.

## Success profile

In addition to the qualifications and experience specified above, you will be required to meet the following criteria:

- **Understanding of Commercial Frameworks:** Demonstrated knowledge of Victorian Government procurement requirements, including tendering, contract management, and compliance frameworks.

- **Process Support:** Experience supporting end-to-end procurement activities, including planning, documentation, compliance monitoring, contracting and stakeholder reporting.
- **Systems and Tools Proficiency:** Practical experience using systems such as Oracle for purchasing tasks and proficiency in Microsoft Office (especially Excel).
- **Stakeholder Engagement:** Proven ability to build and maintain effective working relationships across all levels of the organisation while promoting compliance and resolving issues collaboratively.
- **Organisational Skills:** Strong self-management skills, with the ability to prioritise tasks, meet deadlines, and contribute to a team environment with minimal supervision.