

Communications and Engagement Officer

Classification	Band 4
Team	Customer & Stakeholder Experience
Reporting to	Manager Strategic Communications & Engagement
Location	Bridge st Bendigo – Hybrid working
Effective Date	9 May 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.

Earn the customer	We exist to serve our customers. We 'wow' them with an outstanding experience.
Own the risk	We take responsibility and are accountable to our customers and communities.
Act	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

Based in Bendigo and reporting into the Manager of Strategic Communications and Engagement, this role is part of the Communications and Engagement team that forms part of the Customer and Stakeholder Experience group.

This fast paced and hands on position helps to lead, develop and deliver strategic communications and engagement plans, content and promotional material for a range of internal and external channels and stakeholders.

The Communications and Engagement team works hard to;

- Provide timely, accurate and proactive communications and advice across a variety of channels
- Provide proactive opportunities for interaction, education and engagement with the community
- Be a trusted advisor for communications, engagement and events
- Be an advocate for our customers and our business
- Tell the Coliban Water story
- Provide incident management support when required

This Communications and Engagement Coordinator supports the Manager Strategic Communications and Engagement to provide the organisation with communications leadership and advice. The position regularly engages with internal and external stakeholders. This engagement is to ensure a sound understanding of the organisation and/or stakeholder matters is applied when assessing the communication and engagement needs and developing appropriate strategies and solutions.

Position dimensions

Capital and expenditure budget	In accordance with the organisational budget
Authorities/delegations	Please refer to the Financial Delegations Policy
Number of reports	2-3
Internal working relationships	All teams within Coliban Water, ELT and SLT
External working relationships	Media, Community Groups, Regulatory organisations
Other	DELWP, Other water Corps

Key result areas

As part of the Communications and Engagement team, you will:

- Working closely with the Manager of Corporate Communications and Events, manage the delivery of the media relations program, including responding to enquiries, preparing media releases and developing as appropriate, subsequent digital communications including social media, connected multi-media and online content.

- Implement a proactive communications and engagement plan that aligns with Coliban Water's vision and purpose.
- . Provide leadership across the Corporate Communications and Engagement team on
- development of communications and engagement activities to ensure messages to our
- customers and stakeholders align. This includes ensuring communications are easy-to-read accurate, timely and relevant written material for all types of purposes including: engagement, campaigns, publications and online.
- Provide people management to lead and support the Communications and Engagement Officers.
- Provide strategic advice and advocacy about communicating and engaging with customers and other stakeholders as part of project delivery.
- Lead weekly team meetings, ensuring that matters covered include business priorities and opportunity for information sharing.
- Provide advice, recommendations and assistance for changes to policies, procedures and and practices that reflect a customer first approach, and that strives for continuous improvement.

The role will also:

- Contribute to the Corporate Education program for schools and the community.
- Contribute to corporate style guidelines and ensuring they are consistently adhered to.
- Analyse feedback and data for continuous improvement to develop communications and engagement tools for internal use, especially for the leadership teams.
- Maintain day-to-day working files, materials, and records of activities.
- Perform relevant roles in the Incident Management Team as required.

Health safety and wellbeing

We are committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the Occupational Health & Safety Act 2004 and all regulations, codes of practice and organisation policies and procedures. In addition, employees are expected to:

- Report all safety incidents and hazards immediately
- Taking reasonable care for own safety and that of others
- Ensuring that the work environment is free from any form of discrimination, harassment or Bullying

Information security

Ensure that Coliban Water's corporate information, systems and networks are secure by:

- Complying with all company Information Technology policies and procedures
- Completing information security awareness training.
- Reporting all suspected or identified information security incidents or issues immediately.
- Owning information security mistakes e.g. reporting that you have clicked on a link in a phishing email.

Performance level (complete using performance level descriptions)

Action and accountability	This role is required to provide sound advice and recommendations. Advice is provided through drawing on policy, procedure, process and professional standards. This position is specialised in its field.
Judgement and problem solving	This role makes decisions through considering a variety of alternatives. Considerations may include established management systems, standards, budget parameters and equipment. Problem resolution is a feature of this role and will require conceptualisation, development of ideas, detailed analysis and development of action plans.
Specialist knowledge and skills	IAP2 training, or ability to complete Knowledge and skills in in the development and delivery of communications and engagement plan and projects, including experience utilising various communications mediums Editing and copywriting skills Excellent interpersonal and networking skills.

Interpersonal skills	This role is actively involved in influencing and convincing others in the pursuit or achievement of objectives. It will operate with tact and diplomacy in relation to sensitive issues.
Leadership level	<ul style="list-style-type: none"> Lead self: Core skills demonstrating initiative, collaboration and communication. Lead others: Leads, guides, and influences a team.
Qualifications and experience	Substantial working knowledge and experience in communications and engagement together with qualifications acquired through a tertiary degree in Public Relations, Communications or similar.

Shared goals

Health safety and wellbeing	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.
Environmental stewardship	Demonstrate a strong commitment to environmental stewardship by adhering to high standards, sustainability principles, and complying with relevant regulations.
Victorian public sector values	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:

- Highly developed communications and engagement skills with the ability to build effective and professional working relationships with internal and external stakeholders.
- Exceptional analytical, communication (editing and copy writing) and problem solving.
- Demonstrated experience in providing high level tactical and strategic advice on communications and engagement to management and staff at all levels.
- Substantial experience in media relations and issues management and coordination of a proactive media agenda, using traditional and digital channels.
- Demonstrated experience in making decisions and being accountable.