

Position Description

POSITION TITLE: Customer and Stakeholder Liaison	REPORTS TO: Manager Customers and Stakeholders
Pay Band: Band 5	
ORGANISATIONAL CONTEXT	
<p>Lower Murray Water (LMW) operates along the Murray River, from Kerang to the South Australian border, in the municipalities of Gannawarra, Swan Hill and Mildura. We provide this extensive region with urban water and sewerage treatment, supply and disposal; river quality water for stock and irrigation; and collection and disposal of subsurface irrigation drainage. Our goal is to contribute to the economic, social and cultural development of our region and its many communities with environmentally responsible and sustainable water management.</p>	
PRIMARY OBJECTIVES	
<p>The Customer and Stakeholder Liaison will lead the management of relationships with key stakeholders including the Strategic Advisory Committee and Customer Service Advisory Committees, the Department of Land Water and Planning, Mallee Catchment Management Authority and Agriculture Victoria. The successful incumbent must have proven stakeholder management capability, have a keen interest in the horticultural and agricultural industries and be able to effectively manage competing priorities, while working collaboratively with LMW staff, directors, and the community.</p> <p>Through strong stakeholder management, this position will be instrumental in establishing and maintaining relationships with key stakeholders in a way which will promote LMW in a positive way, leading to positive relationships with customers and stakeholders and the identification and harnessing of opportunities arising from these, including enhanced reputation across the water industry. Through effective customer and key stakeholder engagement you will manage complex complaints and feedback from customer with escalation and support from the Manager Customers and Stakeholders to achieve positive operational outcomes.</p> <p>You will be accountable for the development and implementation of a Stakeholder Engagement Strategy and providing input relevant to areas of responsibility into organisational documents including the Corporate Plan, Annual Report, Water Plan reporting and the Strategic Plan.</p>	

KEY ACCOUNTABILITIES		
KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
Leadership	<ul style="list-style-type: none"> Establishment and Management of the customer service committees and strategic advisory committee including meetings, interactions and associated advocacy opportunities. Represent LMW and its customers at industry level with key stakeholders (DELWP, CMA, Land Vic) and influence the development of strategies and policy matters to improve industry outcomes for LMW and its customers Manage complex customer matters and escalated complaints including Ombudsman investigations Develop and Implement LMW's Stakeholder Engagement Strategies and Framework Develop and support stakeholder engagement plans with other members of staff in accordance with LMW's engagement framework and procedures Provide support for water industry related initiatives involving DELWP, MCMA, the MDBA and other key stakeholders Provide direct liaison with customers and stakeholders and provide timely advice on and development of applicable policies Represent LMW at the Sunraysia Regional Algae Coordination Committee, acting as the Regional Coordinator as required and implement LMW's BGA Bloom Response Plan. Support the Manager Customers and Stakeholders in operational matters Promotion of a culture that encourages risk discussions by integrating Risk Management into normal business practices 	<ul style="list-style-type: none"> Stakeholder plans are developed in a collaborative manner and demonstrate achievable and realistic quantitative / qualitative objectives Demonstrate positive and collaborative stakeholder relationships and communication of LMW's agreed corporate priorities LMW is held at high regard by industry partners and key stakeholders as evidenced by feedback from relevant partners and stakeholders Work collaboratively with customer committees to identify and implement engagement opportunities that improve customer engagement, such as the Growers' Conference Track the completion of agreed action times arising from customer committees and the strategic advisory committee Provide a range of innovative, relevant and effective techniques to understand and engage with the communities and other community forums Establishing and improving a collaborative relationship with the customer committees and extending this to the broader customer base as demonstrated via feedback from the customer committees and annual customer survey Successful engagement on a consistent basis as described in the framework for the management of the Strategic Advisory Committee and Customer Service Advisory Committees. Effective participation in DELWP and various other relevant industry wide initiatives

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		<ul style="list-style-type: none"> • Represent LMW interests in the region’s response to blue-green algae outbreaks in the Murray River, overseen by the coordinating committee
Customer	<p>Internal:</p> <ul style="list-style-type: none"> • Manager Customers and Stakeholders • Executive Management Team • Management team • All staff <p>External:</p> <ul style="list-style-type: none"> • Customers • Industry Groups • The Ministers Office • Water Corporations • Catchment Management Authorities • Local Government Agencies • Department of Environment, Land, Water and Planning • Politicians • Blue green algae coordinating committee 	<ul style="list-style-type: none"> • Build and maintain a professional image across a range of cultural stakeholder groups to support LMW achieve its Diversity, Equality and Inclusion obligations of the Gender Equality Act • Demonstrated strong professional relationships with stakeholders as evidenced by feedback received through staff engagement surveys, 360° performance reviews, Board feedback and stakeholder feedback • Support the People and Customer team in the implementation of actions to address feedback from the Annual Customer Survey results and People Matter Survey results. • Represent LMW on Industry groups and at industry forums in the management of other water related issues and inform policy development within the water industry generally

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Safety	<ul style="list-style-type: none"> Ensuring a safety-first culture is developed in partnership with the Management team and broader organisation Contribute to the bi-annual Global Safety Index (GSI) survey process Ensure that LMW provides a safe workplace that is free of harm from all forms of bullying, harassment and discrimination Take part in workplace safety inspections as relevant to the Stakeholder function Undertake risk assessments in the planning and preparation of stakeholder engagement events to ensure compliance with LMW's Safety Management System Support the communications team and operational teams with community liaison and appropriate communications during any emergencies or unplanned shutdowns 	<ul style="list-style-type: none"> Safety of workplace participants is a top priority in the development and completion of activities and is always conducted in line with LMW Safety Management System Improvement actions identified in safety inspections such as hazards or risks are rectified within the recommended timeframes LMW provides a psychologically safe place to work as demonstrated by an absence of mental health related workers compensation claims A safe workplace where risk is managed to provide a safe environment to all workplace participants Strong liaison with community and directly impacted customers to ensure the health and safety of our staff and customers is protected during emergencies and unplanned shutdowns, evidenced by feedback from customers and staff post events.
Efficiency	<ul style="list-style-type: none"> Influence policy development with government agencies. Contribute to the development of customer and communication strategies Support and participate in the completion of Community Impact Assessments are required under the Gender Equality Act 2020. Contribute to the development or review of strategic plans or documents across all areas of LMW as relevant to areas of responsibility Effectively communicate stakeholder strategies, activities and undertakings including issues and progress towards business priorities to the Executive and Management team and key business stakeholders Prepare and review LMW reports and documents to meet statutory reporting requirements. 	<ul style="list-style-type: none"> Set clear direction, purpose, goals and targets relevant to areas of responsibility to assist LMW achieve its business objectives. Demonstrated collaboration across LMW to ensure a consistent approach to the development, maintenance and promotion of LMW's reputation, brand and profile in the community and within the water industry. Provide informative updates at Management meetings and relevant team meetings LMW's customer priorities are integrated into Customer and Stakeholder and broader LMW strategies, plans and systems

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Capital	<ul style="list-style-type: none"> • Lead or support stakeholder engagement activities to support the delivery of the capital works program • Support operational staff in the identification and design of engagement activities for specific project and operational requirements. • Support stakeholder engagement activities to meet consultation requirements for the development and review of LMW strategies and plans 	<ul style="list-style-type: none"> • Assist the facilitation of stakeholder engagement requirements of the current water plan • Provide timely and accurate information to prepare and submit a comprehensive pricing submission for upcoming Water plans

LEVEL OF AUTHORITY
Delegation Category X as per the current Instrument of Delegation.
NUMBER OF REPORTS
Direct Reports: <ul style="list-style-type: none"> • Nil Indirect Reports: <ul style="list-style-type: none"> • Nil
SKILLS AND BACKGROUND REQUIREMENTS
<p>Formal qualifications</p> <ul style="list-style-type: none"> • To be appropriately qualified in Engagement/Marketing/Communications or the Agriculture/Horticulture field with extensive experience in a similar role at a senior level • IAP2 qualified (desirable) <p>Leadership:</p> <ul style="list-style-type: none"> • knowledge of the Rural Water Industry and the important role it plays in the agriculture and horticulture industries (desirable) • Substantial experience and detailed practical knowledge in the formulation of stakeholder management strategies and programs • Proven ability to design and deliver events and projects on time and within budget <p>Customer:</p> <ul style="list-style-type: none"> • Demonstrated ability to communicate to a diverse range of stakeholders on a range of industry topics • Demonstrated ability to negotiate, influence and leverage relationships in the community, industry and government <p>Safety:</p> <ul style="list-style-type: none"> • An understanding of working within safety management systems in a medium to large environment. <p>Efficiency:</p> <ul style="list-style-type: none"> • Previous experience working in a compliance led environment in administering legislative, statutory and contractual obligations on behalf of an organisation.

Capital:

- Demonstrated ability to develop and maintain a thorough understanding of principles of water, wastewater irrigation, drainage and natural resources including complex developments across the water industry

Compliance Requirements:

- Driver's license
- Compliance with a criminal background checks where required
- Proof of Vaccination in accordance with Chief Health Officer Directions and LMW's Vaccination Policy

SIGNATURES: We certify that the content of this position description is accurate:

Position holder:

Date:

Signature:

General Manager:

Date:

Signature:

Managing Director:

Date:

Signature: