

Position Description

Position Details

Position Title	Engagement and Events Officer
Employment type	Fixed Term Contract – 2 Years
Pay Band	Band 3
Location	Mildura
Direct Reports	Nil
Reports to	Manager Strategy and Communication
Delegated Authority	Category F

Organisational Context

Lower Murray Water (LMW) is a large regional organisation servicing diverse communities stretching from Kerang to the South Australian border. A unique organisation, LMW operates both urban and rural water and wastewater businesses which support domestic and commercial customers from households through to large-scale irrigation operations.

As a leader within the region, LMW has established itself as a major contributor to enhancing regional prosperity, directly impacting social, environmental, and economic benefits.

We operate within a dynamic industry with significant challenges requiring an innovative, integrated, and strategic approach and our vision is to provide a healthy, sustainable water future underpinned by our culture of performance excellence and a close partnership with our employees, customers, and communities.

Our Values

LMW's Values have been developed by our people and set guidelines of how we will behave in the workplace.

Deliver – We strive to deliver the best service to our community and ensure they have secure and reliable water and waste management services.

Grow – We strive to continuously develop, learn, and grow both individually and as an organisation.

Respect – We celebrate uniqueness and provide an inclusive culture for all.

Collaborate – We are a collaborative workplace that provides a supportive, friendly working environment.

Safe Work Done Well – We promote a Safety culture which prioritises physical and mental health and wellbeing.

Position Summary

The Engagement and Events Officer plays a crucial role in engaging with customers, staff and stakeholders across our community to drive awareness, collaboration and education in relation to LMW and the services provided. The role will develop and facilitate a range of education and engagement programs and events to support LMW achieve objectives and meet obligations and expectations as a Victorian water corporation.

Key Responsibilities

1. Contribute to the planning and ensure the delivery of education programs and community events to increase the profile of LMW within the community whilst delivering key strategic messages.

2. Support and lead where appropriate, the delivery of internal stakeholder management plans to embed change for corporate and strategic projects.
3. Actively contribute to the planning, development and implementation of positive engagement strategies that enable stakeholders to contribute feedback and insights.
4. Provide relevant content for posting to social media, intranet and internet.
5. Utilising relevant frameworks and policies, develop tools and resources to support teams to ensure authentic communications and engagement practices are undertaken both internally and externally to maximise organisational performance and customer outcomes.
6. Support and contribute to the planning, development and implementation of engagement efforts regarding Strategy & Partnership initiatives that require engagement, awareness, education, or training, including design and delivery of programs.
7. Support and implement workplace initiatives that encourage workplace diversity, inclusion, and flexibility.
8. Initiate, maintain, and manage relationships with key internal and external stakeholders to gain cooperation and influence views on complex, challenging and sensitive matters.
9. Support the implementation of LMW's Reconciliation Action Plan.
10. Comply with all applicable occupational and safety (OH&S) laws, regulations and policies, as well as environmental protection laws and policies.

Key Behaviours

Professionalism: Maintaining a positive attitude, being punctual and reliable, showing empathy and understanding in our interactions and respectful, and following workplace policies and procedures.

Integrity and honesty: Being open and transparent when making decisions, giving honest and supported advice, exercising power in a fair and reasonable way and addressing unacceptable behaviours in the workplace

Collaboration and cooperation: Actively participate in teamwork, sharing ideas and working together towards shared goals and objectives.

Inclusivity and diversity: Valuing and respecting diversity, treating everyone with fairness and equality, promoting an inclusive and welcoming environment.

Coaching others: assist, challenge and encourage others by sharing knowledge, skills and/or experience to help individuals improve performance and achieve goals

Skills and Experience

- Desirable – a degree or diploma in communications, marketing or public relations OR a minimum of 5 years' experience in engagement or events management.
- The ability to work as part of a team to achieve broader organisational goals and objectives, both strategic and operational.
- Ability to work independently, solution and results focused, self-directed.
- Strong stakeholder management skills.
- Excellent presentation, interpersonal, communication and influencing skills and the ability to create trust and confidence with internal and external customers.
- Ability to identify risks associated with planned events and manage effectively to ensure the safety of all participants.
- A high level of written and oral communication skills and negotiation skills.
- Ability to monitor and adhere to budgets for allocated programs, initiatives and sponsorship.

Compliance Requirements

Driver's Licence

Working with Children check

Criminal background check

Confirmation of fitness for work

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

Position Holder:

Date:

Signature:

General Manager:

Date:

Signature:

Managing Director:

Date:

Signature:

