

JOB PROFILE FORM

1. JOB DETAILS

WAP (Admin ONLY):

Position Title: Facilitation and Engagement Lead

Team: People Based Assurance Team

Division: Assurance and Resilience

Group: Asset Services

Reports to: Manager, People Based Assurance

Number of Direct Reports: NA

Date of Completion: August 2025

2. WHAT DOES THIS JOB DO?

Job Purpose:

The purpose of the Facilitation & Engagement Lead role is to lead the design, development, implementation and continuous improvement of best practice people-based assurance and reflective learning practices across the Asset Services Group, underpinned by mature, thoughtful and fit-for-purpose engagement and learning methodologies.

By driving the development of best-practice frameworks and engagement methodologies, facilitating inclusive assurance and learning reviews, and synthesising actionable insights, the role drives systemic improvement, strengthens operational risk management, and enhances organisational capability and resilience.

Through strategic collaboration with leaders and thoughtful (fit for purpose) engagement with frontline teams, the position fosters a culture of honest reflection, shared learning, and accountability—ensuring that lessons learned translate into meaningful actions that improve risk management, asset delivery outcomes and support the long-term success of the organisation.

Responsibilities (20 dot points or less):

Functional

- Develop and implement best practice assurance frameworks, including an assurance framework for capital works.
- Work in collaboration with Asset Services Leaders at all levels designing and delivering assurance activities that respond to their team's development needs and provide valuable improvement actions.
- Ensure inclusive participation, assessing and responding to identified needs with the use of appropriate tools and engagement methodologies to facilitate learning (not blaming), manage power dynamics, and engage stakeholders to focus on key findings and reach consensus on meaningful, practical improvement actions.
- Facilitate people-based learning reviews (including assurance reviews, risk control reviews, and after-activity reviews etc.) with a focus on building insight and improvement actions through reflective practice.
- Succinctly document and communicate insights - synthesise lessons learned into clear, succinct and actionable reports and presentations and ensure endorsement of actions is received from relevant Senior Managers.
- Contribute to and help maintain a centralised system of insights, enabling easy access and knowledge sharing across teams and business units

JOB PROFILE FORM

- Identify systemic improvement opportunities and use appropriate methodologies to disseminate insights to relevant teams, senior leadership, and other stakeholders to promote organisational learning.
- Flag any compliance issues and insights on systemic development opportunities for review by the Asset Services Senior Leadership Team.
- Ensure assurance and reflective practice activities align with broader assurance frameworks, risk management practices, and governance activities including actions tracking.
- Engage stakeholders effectively – build strong relationships with project teams, SMEs, senior leaders, and functional units to foster open dialogue and encourage honest reflection on project outcomes.
- Continuously improve engagement approaches by evaluating and refining facilitation methods and techniques to suit the context of the busy, dynamic and operational environment Asset Services Group staff work in.
- Develop tools, techniques and processes/methodologies to support people-based assurance practices as required
- Provide coaching and guidance to leadership and frontline staff to develop and improve their own reflective and assurance practices and embed these into their work.
- Develop, co-ordinate and/or facilitate internal presentations and training to continuously improve frontline assurance capability.
- Contribute to operational risk management engagement approaches across Asset Services by assisting with the verification of critical controls and identifying gaps and opportunities.
- Support the monitoring and follow-up of improvement actions to ensure accountability and track progress towards resolution.
- Undertake additional tasks and responsibilities at the reasonable direction of the Manager, Assurance.

Team and Culture

- Demonstrate a personal commitment to a positive safety and wellbeing culture – where your actions match your words and are in line with our organisational values and expected behaviours.
- Contribute to a vibrant team culture, with a strong achievement orientation and culture of collaboration and learning.
- Contribute to the development and delivery of team plans and reports aligned with Asset Services focus areas.

3. WHAT ATTRIBUTES ARE REQUIRED TO UNDERTAKE THIS JOB?

3A. WHAT KEY SKILLS OR EXPERIENCES ARE REQUIRED TO COMPLETE THIS JOB?

Skill/ Experience	Level of Skill/ Experience i.e. Basic / intermediate/ Advanced	Years of Experience (optional)
Excellent facilitation and engagement skills	Advanced	5+
Excellent communication, facilitation, interpersonal and negotiation skills	Advanced	5+
Experience in undertaking assurance type activities in a busy operational environment, with a strong understanding of management systems and risk-based compliance frameworks and legislation	Intermediate	

JOB PROFILE FORM

Demonstrated competency in coaching and cultivating continuous improvement cultures, where reflective practices activities are highly valued.	Intermediate	
Strong record keeping, analysis and reporting skills	Intermediate	
Demonstrated experience in accredited quality management systems	Intermediate	

3B. WHAT DEVELOPMENT BUILDS THE CAPABILITY FOR THIS ROLE?

	Mandatory/ Highly Desirable/ Suggested?	Method of Training (e.g. certificate, ticket, observation, on-the-job etc....)	Renewal Required (Y/N/Unsure)	Renewal Frequency (e.g. Never, 1 year, 5 years etc....)
Qualifications / Certificates				
Qualification in assurance, quality or continuous improvement field.	Highly desirable	Certificate or degree		
IAP2 trained Engagement Professional	Highly desirable	Certificate		
Workplace Assessment and Training	Highly desirable	Certificate		
Water Industry Experience	Desirable	On-the-job		
Construction Industry Experience	Desirable	On-the-job		
Quality Management System ISO9001	Desirable	Certificate		

3C. WHAT ARE THE CRITICAL PERSONAL ATTRIBUTES REQUIRED FOR THIS JOB?

Personal Attributes <i>i.e., such as resilience, emotional intelligence</i>	<ul style="list-style-type: none"> • Skilled Facilitator and Engagement Professional • Ability to quickly build an effective working rapport with staff and partners at all levels and influence decision making to ensure effective business and customer outcomes can be achieved. • Conflict resolution and negotiation skills. • Excellent listening and written and verbal communications skills. • Analytical mindset and critical thinking. • Team player & able to collaborate with others. • Pro-active & works autonomously • Ability to be adaptable and prioritise • Delivery and outcome focused • Comfortable working in ambiguity • Values progress over perfection. • Models a personal commitment to a positive safety and wellbeing culture – where your actions match your words
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JOB PROFILE FORM

3D. WHAT ARE THE KEY PHYSICAL, OR ENVIRONMENTAL REQUIREMENTS OF THE ROLE?

Key requirements	<p>Mix of office (home/head office) and field-based work</p> <p>Hybrid working - meeting stakeholders, leaders and impacted teams at the Mitcham office and at other sites as directed (e.g. treatment plants or other external sites) to build a strong understanding of the YVW "business" and to develop effective relationships.</p>
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5. WHAT CAREER PATH IS POSSIBLE IN THIS ROLE

Role before (Name, Team, Division)	Community or Customer Engagement Officer, Assurance Advisor, Training and Facilitation based roles
Role after (Name, Team, Division)	Senior Assurance Advisor, Lead Training Communications and Facilitation based roles, People Based Assurance Team Manager