

JOB PROFILE FORM



1. JOB DETAILS

WAP (Admin ONLY):

Position Title: Manager RD&I Research

Team: Customer Insights and Strategic Research

Division: Corporate Strategy

Group: Strategy & Community

Reports to (Name / Title): Divisional Manager, Corporate Strategy

Number of Direct Reports: n/a

2. WHAT DOES THIS JOB DO?

Job Purpose:

Develop and support research and innovation projects and programs for the whole organisation so that we can deliver on present and future strategic priorities.

Responsibilities:

- As the 'custodian of innovation' act as the central point of contact for staff and industry when it comes to RD&I at YVW.
- Establish & chair a Community of Practice for RD&I.
- Foster a culture of innovation to drive better project and organisational outcomes.
- Identify and prioritise research and innovation needs by engaging with business units and executive.
- Facilitate partnerships with universities, research bodies, water industry associations and other stakeholders to leverage their knowledge and identify new opportunities for YVW.
- Develop a forward-looking R&D plan that aligns with YVW's strategic priorities.
- Improve ROI by maximising investments in memberships and partnerships, and seeking new funding streams.
- Establish and manage an effective project / budget governance framework for all stages of RD&I projects within the portfolio.
- To elevate the research conducted, provide guidance and support for those wanting to undertake RD&I activities at YVW while ensuring they are on budget and on scope.
- Translate research findings and innovation outcomes into practical applications, policies, and operational improvements within YVW (i.e. ensure they are embedded into business processes, service delivery, and long-term strategy).
- Personally (or support others) to deliver papers, presentations, knowledge sharing across YVW and outside of YVW to elevate visibility of projects and reputation of YVW in the RD&I space.
- Create a dashboard for monitoring and sharing project updates (i.e. snapshot of aims, approach, outcomes)
- At an agreed cadence report to Exec on current and future RD&I project investments, benefits, outcomes to provide effective oversight and governance of the portfolio.

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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)
Senior roles in innovation or research.	Advanced	5+
Experience in personally completing RD& I research projects	Advanced	10+
Be proficient in all elements of the strategic research process from taking briefs and designing research and analysis to presenting insights	Advanced	10+
Exceptional written and verbal communication skills (including ability to deliver impactful presentations)	Advanced	
Highly skilled in all aspects of project management e.g. stakeholder management to achieve required milestones, overall timeline management, budget management	Advanced	
Demonstrated ability to bring together stakeholder needs, strategic priorities and budgetary requirements ensure optimal research design and outcomes	Advanced	5+
Excellent interpersonal skills and the ability to effectively communicate and liaise with all levels of management and external stakeholders.	Advanced	
Ability to work autonomously and in a team environment while maintaining constructive relationships across the business	Advanced	

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				
Qualifications in Science, Engineering, behavioural science, business and / or related fields.	Mandatory	Degree	No	Not specified

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

Personal Attributes	<ul style="list-style-type: none"> • Self-directed / driven • Ability to deal with complexity / ambiguity • Efficient and results focused • Takes ownership of projects • Resilient and pragmatic • Ability to work autonomously and as an effective team member; ability to self-manage
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3D. WHAT ARE THE KEY PHYSICAL, OR ENVIRONMENTAL REQUIREMENTS OF THE ROLE?

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

Role before (Name, Team, Division)	
Role after (Name, Team, Division)	Taking on an industry lead role – WSAA, Universities More complex stakeholder management.