

JOB PROFILE FORM

1. JOB DETAILS

WAP (Admin ONLY):

Position Title: Strategic Projects Advisor - Community Engagement

Team: Corporate Affairs & Engagement

Division: Strategic Communications

Group: Strategy and Community

Reports to (Role Title): Manager Community Engagement

Number of Direct Reports: None - This role will work with Manager Community Engagement, contract partners internal and external stakeholders to develop activities and deliver positive outcomes.

Budget Mgt Accountability (Opex & Capex Amounts): N/A

2. WHAT DOES THIS JOB DO?

Job Purpose:

As the Strategic Projects Advisor – Community Engagement, you'll take a lead role on communications and engagement activity for major YVW infrastructure projects (~\$10M) and innovative initiatives – navigating the needs of diverse stakeholders to create positive stakeholder experiences, build trust, protect and enhance our reputation, and support smooth project delivery.

You will provide strategic advice to Project Managers and Senior Managers, leading on the design and delivery of strategic communications and engagement for infrastructure projects. Through effective risk management and in-depth knowledge of the needs of our communities, you'll be a trusted advisor and develop and implement sound, high-quality communications and community engagement activity.

You'll be self-directed, identifying, mitigating and escalating risks as needed, reporting on community sentiment and recommending changes in approach as needed. You'll build strong relationships with stakeholders and shape our conversation with the community, ensuring their voice is heard as we progress projects and to leverage opportunities to add community and environmental value.

Responsibilities (20 dot points or less):

Strategic Communications and Engagement

- Take the lead in developing and implementing complex engagement and communication strategies for high value infrastructure projects and strategic initiatives, ensuring alignment with strategic objectives, brand and government policy.

JOB PROFILE FORM

- Be a trusted advisor for project teams and senior managers, providing best-practice engagement advice, providing insights and reports, recommending changes in approach and escalating issues.
- Develop clear, accessible project communications across a range of channels to secure customer satisfaction through awareness of projects and their benefits – this includes via web and online engagement platforms, letters, emails, advertising and signage.
- Plan and facilitate engagement activities such as workshops, public meetings and one-on-one briefings.
- Identify emerging issues and risks to protect reputation and brand, and minimise stakeholder impacts. Develop mitigation strategies and escalate as needed, supporting issue management and resolution.

Stakeholder Relations and Management

- Build and maintain productive relationships with diverse stakeholders, including residents, businesses, community groups, councils, service providers, Government agencies and internal teams.
- Identify and include community perspectives in project planning and delivery, ensuring community members' voices are heard – this includes exploring opportunities to create additional community and environmental value.
- Handle complex community and stakeholder interactions, and work with Project Managers, Case Management and Senior Managers to resolve issues as required.

Advancing Corporate Affairs and Engagement

- Contribute to the strategic direction and continuous improvement of the Corporate Affairs and Engagement team by sharing insights and lessons learned.
- Support the development and implementation of consistent communication standards, tools and templates across projects.
- Collaborate with colleagues to align project communications with broader organisational priorities and corporate reputation objectives.
- Represent the organisation in community and stakeholder forums to ensure accurate information sharing and constructive dialogue.

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
• Project communication and engagement experience – Demonstrated experience in planning, coordinating and delivering communication and	Advanced	5+ years professional experience in stakeholder management,

JOB PROFILE FORM

community engagement activities for complex infrastructure or major projects. • Stakeholder management skills – Proven ability to build and maintain effective relationships with internal teams, community groups, contractors, and government stakeholders. • Risk identification and mitigation – Experience in identifying potential reputational or engagement risks and implementing strategies to manage or escalate them appropriately. • Written and verbal communication – Strong written and verbal communication skills, including the ability to prepare clear reports, briefings, and engagement materials for diverse audiences. • Analytical and reporting skills – Ability to monitor, evaluate, and report on community sentiment and engagement outcomes, using insights to inform recommendations and improve approaches. • Team collaboration and influence – Experience contributing to team objectives, working collaboratively across functions, and influencing outcomes while operating with professionalism and initiative.		customer or community liaison and communications
--	--	--

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

PEEPS will capture training or certifications that a person requires to undertake their job activities. When completing this section, do not only consider performance effectiveness, but also consider auditing and safety compliance requirements. When a person is associated with a job, but does not have the required skills, the manager and person will be notified.

Qualifications / Certificates	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....)
• Relevant tertiary qualifications in communications or social sciences, or extensive relevant experience.	Mandatory			
• Demonstrated knowledge of public participation frameworks, models, and best-practice communication tools and techniques.	Mandatory			

JOB PROFILE FORM

• IAP2 Certificate of Engagement.	Mandatory			
Licence				
Drivers Licence				

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

Personal Attributes <i>i.e., such as resilience, emotional intelligence</i>	• Strategic and analytical thinking – Demonstrates the ability to anticipate risks and opportunities, think critically about complex issues and align engagement approaches with organisational and community objectives. • Communication excellence – Communicates with clarity, influence, and purpose, translating complex technical information into accessible messages that build understanding and trust. • Stakeholder and relationship management – Builds and maintains constructive relationships across diverse stakeholder groups, fostering collaboration and managing sensitivities with empathy and professionalism. • Judgement and risk awareness – Applies sound judgement to identify and manage emerging issues, balancing organisational priorities with stakeholder and community expectations. • Delivery and accountability – Works independently to plan and deliver high-quality outcomes, maintaining focus, attention to detail and reliability under pressure. • Adaptability and continuous improvement – Adapts to changing project contexts with composure and initiative, seeking opportunities to enhance engagement practice and team effectiveness. • Values and integrity – Acts with honesty, respect, and impartiality, upholding YVW values and demonstrating a genuine commitment to community benefit and environmental responsibility.
---	---

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

Key requirements <i>i.e. required to lift heavy boxes, repetitive work, dealing with irate customers</i> <i>Note: some field-based roles will need to complete additional requirements for the role</i>	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 with stakeholders. This role may require out of business hours responses due to the nature of the role and the operational requirements. Availability to attend project sites and community engagement events, which may fall outside of standard business hours.
--	--

JOB PROFILE FORM

4. WHAT CAREER PATH IS POSSIBLE IN THIS ROLE

PEEPS will hold career path information for jobs within the organisation. This will feed into the PEEPS career and succession planning functionalities. For this job, consider what jobs within the organisation precede and proceed this from a career pathways perspective. Feel free to enter more than one job.

Role before (Name, Team, Division)	Communications & Engagement Advisor
Role after (Name, Team, Division)	Manager Community Engagement

5. CHECKPOINT

Is this a <i>Critical Worker</i> role requiring an AusCheck	☒ No ☐ Yes
Does this role require	☒ Police check ☐ Working with children ☒ Victorian Drivers License
Comments	