



Position description

Position title	Engagement Advisor
Group / Branch	Liveable Water Solutions / Resilient Communities
Reports to (Title)	Engagement Team Leader
Competency level	Individual Contributor

Job Purpose

The Engagement Advisor will provide professional advice and engagement support on a diverse range of South East Water's capital projects. This incorporates a range of engagement and communication activities to ensure full, open and inclusive consultation with all affected, interested and involved customers and stakeholders.

This position works to the core values of community and stakeholder engagement, ensuring that South East Water delivers best practice for managing project and reputational risks associated with our projects.

The role will liaise with contractors, project teams, customers, the wider Resilient Communities Branch and other parts of the business, critical to the planning and delivery of capital projects.

Key Accountabilities

The following key accountabilities apply to this position:

- Provide specialist engagement advice and support to Project and Program Managers and project teams across the project lifecycle (planning and delivery) to ensure that engagement activities and projects are aligned to enable on time and on budget delivery.
- Develop communication materials to support the delivery of project engagement throughout the project lifecycle.
- Provide timely advice to the Engagement Manager regarding recommendations for improvements to current engagement policy and practice.
- Contribute to the standards of engagement practice internally and externally to the organisation.
- Develop and maintain relationships with peers and internal and external stakeholders, understanding stakeholder issues and working to achieve agreed outcomes.



- Within agreed objectives and goals, manage external consultants and contractors responsible for the delivery of community and stakeholder engagement for capital projects.
- Make decisions regarding the right balance of engagement activities for projects.
- Ensure that the engagement business and administrative requirements of South East Water are delivered.
- Provide support for other activities across the Resilient Communities team.

Knowledge, Skills & Experience

Knowledge required to perform at a competent level in this role include:

- Experience in planning, implementing and managing community and stakeholder engagement projects on a strategic and practical level.
- Experience and knowledge in developing community/stakeholder engagement for major infrastructure projects.
- Experience negotiating with community/stakeholders and peers with the objective of meeting timelines for delivery of engagement for projects.
- Excellent verbal, presentation and written communication skills (including the ability to write reports and prepare a range of communications for stakeholders and customers).
- Excellent interpersonal skills, with the ability to liaise with people at all levels.
- Ability to manage projects within allocated timeframe and manage competing priorities.
- Action orientated and results focused.
- Specialist knowledge of IAP2 model and principles of engagement (or equivalent).
- Experience in using Adobe InDesign.
- Experience in using Adobe Experience Manager.
- Strong computer literacy required using MS Office based products (Word, Excel, PowerPoint and Teams).

Education and qualifications appropriate to this role:

- Tertiary qualifications in community development, social science, marketing, communications or related field (preferred).
- IAP2 Certificate in Engagement (preferred).
- At least four years' experience developing and implementing community development and/or engagement programs.



Dimensions

Organisational Chart



Number of people managed:

This role has no direct reports.

Size of budget managed:

This position has no direct budget.

Value of Assets managed:

There are no assets managed in this role.

Ensuring a sustainable, resilient organisation:

Authorities outlined in [Instrument of Delegations](#) yes - reports to Responsible Officer

Compliance management responsibilities outlined in the [compliance and obligations register](#)
none

South East Water operates a 24/7 service environment. Whilst this role does not involve afterhours rostered duty, all employees may be required to provide out of hours support from time to time as required.