

# Role Description

## Water Education Officer



<b>Title</b>	Water Education Officer
<b>Classification/Grade/Band</b>	Band 3 Level 2
<b>Group/Unit/Section</b>	Water and Sewer / Business Performance
<b>Reports to</b>	Business Performance Specialist

### Vision

A vibrant organisation doing great things.

### Purpose

To provide valuable services that strengthens and supports the Central Coast Community.

### Values

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best, Be Positive and Be Safe. All employees have a responsibility to uphold and champion these values.

### Primary Role Statement

In contributing to the overarching vision and purpose, the role of Water Education Officer is responsible for the development and delivery of effective water and resilience education programs to the Central Coast community, and to promote environmental sustainability principles and practices and to raise awareness and community participation in current and future water projects.

The position of Water Education Officer is required to provide quality customer service and create value for the community.

### Key Duties and Responsibilities

- Develop, deliver and evaluate effective water, sewer and resilience education programs appropriately tailored to suit a diverse range of stakeholders;



- Work in partnership with external stakeholders; local businesses, government, education providers and community based organisations; to provide education programs that improve the standard of living and quality of life for residents and visitors to the region;
- Keep abreast of best practice strategies and programs relating to environmental education, sustainability principles and resilience practices;
- Encourage community participation in Central Coast water activities, including updating the community on project outcomes and benefits, through the use of media and communications;
- Provide accurate and decisive professional advice to target audience and stakeholders in relation to environmental management and education principles and practices;
- Focus water education program on the direction of lifelong learning and ensure continuous improvement and revision of programs leads Council towards best practice in lifelong learning programs;
- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

### **Authority and Accountability**

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
- Policy and procedures are readily available but the Water Education Officer is required to choose the appropriate processes. Unusual problems may be referred for clarity of policy or direction;
- Decisions affect the work and activities across a major function or a number of Units;
- The work of the Water Education Officer has major long-term influence across the whole of the community;
- The Water Education Officer is responsible for ensuring that operational safety standards or other requirements are met at an operational level;



- Develops a complete budget for a section or a specific project. Responsible for costing resources/time/people and materials;
- Monitor budgetary spending within work area, against pre- determined targets. Weigh up options on a cost basis in order to make recommendations and continuously look for greater efficiency within work area.

### **Personal Attributes**

- Give frank and honest feedback/ advice and seek to listen and understand when ideas are challenged;
- Represent the organisation honestly, ethically and professionally and encourage others to do so;
- Demonstrate a high level of personal motivation, take opportunities to learn new skills, develop strengths and examine and reflect on own performance;
- Support initiatives that create an environment where diversity is valued.

### **Interpersonal Skills**

- Write fluently in a range of styles and formats and tailor communication to the audience;
- Identify customer service needs, understand customer perspectives and implement responsive solutions.
- Build cooperation and overcome barriers to information sharing and communication across teams/ units;
- Lead and facilitate productive discussions with staff and stakeholders, encouraging others to talk, share and debate ideas.

### **Business Enablers and Technical Skills**

- Provide guidance, coaching and engage staff in change process and recognise cultural barriers that undermine change;
- Use expertise and seek others assistance to achieve work outcomes;



- Ensure current work plans and activities support and are consistent with organisational change initiatives;
- Research and analyse information, identify interrelationships and make recommendations based on relevant evidence;
- Ensure that actions of self and others are focused on achieving organisational outcomes;
- Take account of financial implications and return on investment when planning financial transactions;
- Support compliance with records, information and knowledge management requirements of the organisation;
- Be aware of procurement and contract management risks and actions to mitigate these;
- Evaluate progress and identify improvements for future projects.

### **Team Work**

- Ensure team objectives achieve business outcomes that align with organisational policies;
- Plan and monitor resource allocation effectively to achieve team objectives.

## **QUALIFICATIONS**

### **Essential**

- Degree qualifications in Environmental Science, Education, Communications or equivalent or related field OR demonstrated solid contemporary experience in community education and or communication, combined with ongoing professional development;
- Current Class C Driver's Licence
- Employment is conditional on the employee holding a valid "Working With Children Check" prior to, and during the course of their employment

### **Desirable**

- Current First Aid Certificate



- IAP2 Certificate in Public Participation.

## EXPERIENCE

- Demonstrated experience in the development, implementation and evaluation of lifelong learning and water or environmental education plans and programs and projects, and knowledge of community and education principles and practices;
- Demonstrated experience in engaging and consulting with a range of stakeholders including community groups and government agencies;
- Demonstrated knowledge of behaviour change and communication practices, including active communication with the community and business sectors;
- Demonstrated ability to build strong, credible relationships and influence, persuade or negotiate outcomes that are of benefit or add value, to all or part of the organisation;
- Proven ability to assess, interpret and judge information or situations, and formulate recommendations, provide specialist advice or deliver a service, based on the finding.

## Key Relationships

Internal	External
Chief Executive Officer	Community
Executive Leadership Team	State and Federal Government Agencies
Leadership Team	Industry representatives and associations
Unit Managers	Unions
Council employees	Vendors

