**Business Unit: Water Solutions & Market Strategy  
Reporting to: Community Education Officer**

## Position Purpose

Develop, deliver and evaluate WaterNSW school education resources and programs, and contribute to catchment education initiatives, providing high quality education experiences for stakeholders and put safety first.

## Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of our people as the number one priority and always role model safe behaviour.
2. **Values:** behave and make decisions in accordance with the WaterNSW Values at all times.
3. Design and implement best practice curriculum linked, school education programs, including the assessment of the most effective combination of delivery modes (face to face, professional development, resource development and technology) to achieve maximum visibility of WaterNSW objectives in NSW schools.
4. Develop, deliver and evaluate water quality and catchment management education programs that integrate current recommended practice education and catchment management principles with links to enforcement, incentives and on-ground works or WaterNSW key messages with NSW syllabus outcomes.
5. Develop and maintain partnerships with key external catchment management and education organisations and internal WaterNSW technical staff to facilitate the design and delivery of joint stakeholder education projects and activities.
6. Project manage the implementation of education projects that positively influence the water quality and catchment management related knowledge, skills, attitudes and behaviours of individuals, communities, industry and organisations.

## Key Challenges

This role must actively differentiate key messages and instructions being delivered to a diverse audience which includes different age ranges, education levels, language backgrounds and learning barriers.

Working in a dynamic environment which includes office, public facing and operational asset settings, this role is required to alternate regularly between face to face program delivery, resource development, evaluation and booking/ website administration.

## Significant Internal Relationships

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| --- | --- |
| Stakeholder | Purpose of Relationship |
| * Warragamba Dam operations team | Liaise with daily for access to Dam asset |

## Significant External Relationships

|  |  |
| --- | --- |
| Stakeholder | Purpose of Relationship |
| Schools, TAFE and Universities | Understand and engage with customers/ target audience for education resources and programs |
| NESA and ACARA | Ensure WaterNSW resources and programs link to National Curriculum and NSW Curriculum and syllabus outcomes |
| Sydney Water and Environmental Education Centres | Ensure connection between WaterNSW and peak water industry and environmental education partners |
| Community representatives and local councils | Ensure connections with customers/ target audience for community education resources and programs |

## Delegations, Financial Accountabilities & Freedom to Act

* As defined in the WaterNSW Financial Delegations as varied from time to time.

## WaterNSW Leadership & Performance Competencies

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| --- | --- | --- |
| People | Level |  |
| Communicating with influence | B | * Tailors communication to suit the audience and uses a range of influencing techniques to build support * Supports messages with relevant examples, demonstrations and stories * Communicates issues clearly with different audiences * Handles challenging questions confidently and constructively |
| Awareness & Personal Resilience | B | * Continues to perform effectively in highly stressful and ambiguous circumstances * Demonstrates a positive outlook in times of uncertainty * Is aware of others emotions and adapts approach accordingly * Recognises own emotions and employs strategies to manage these under pressure |

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| Customer | Level |  |
| Collaboration & Engagement with Costumers & Stakeholders | A | * Builds effective and positive relationships with customers and stakeholders * Understands customer and stakeholder needs * Forms strong relationships with immediate networks to achieve results |
| Customer & Service Responsiveness | A | * Uses appropriate questioning techniques to understand the underlying issue for a customer * Takes responsibility for delivering on promises made * Takes responsibility to resolve or escalate customer issues * Understands own and teams impact on the customer and services provided |

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| Business | Level |  |
| Safety & Risk Management | A | * Identifies risks and opportunities and seeks advice accordingly * Follows policies and procedures relating to the work area * Identifies safety risks and hazards and implements appropriate controls * Raises issues and concerns in relation to risks |
| Planning & Delivering Results | A | * Completes work in a timely manner to expected standards * Identifies issues or roadblocks, looks to solve first and if needed advises upwards * Plans and organises work by drawing on necessary tools and resources * Monitors the progress of plans and deliverables * Identifies more critical and less critical activities; adjusts priorities when appropriate * Displays drive and a clear focus on achieving results |

## Mandatory Candidate Requirements

**Qualifications:**

* Appropriate tertiary qualifications in education, environmental science/ management, social sciences or related field or equivalent experience
* Current NSW Drivers Licence
* First Aid certificate (or the ability to gain)

**Knowledge:**

* Understanding of the National Curriculum and NSW Curriculum and syllabuses
* Understanding of learning theory, learning stages and differentiated instruction

**Experience:**

* Experience and expertise in the development, delivery and evaluation of school and formal education resources and projects and an ability to deliver community based education initiatives.
* Experience in applying superior interpersonal, communication, negotiation, presentation, facilitation and conflict resolution skills.

## Favourable Candidate Requirements

* Knowledge and understanding of catchment processes and catchment management issues in drinking water catchments
* Experience in managing projects and contract service providers within time and budgetary constraints
* Experience in working with behaviour change projects and the principles of education for sustainability.

## Pre-Employment Checks Required

* Identification
* Qualifications
* NSW Drivers Licence
* NSW Working with Children Check
* Pre-employment Medical
* Police Check