**Portfolio: Strategy & Performance  
Reporting to Strategic Research & Innovation Manager**

## Position Purpose

To coordinate, deliver and communicate science, research and innovation outcomes across the organisation and to stakeholders. Lead the scoping, development and implementation of research and innovation program governance processes. Support SRI team project management and reporting processes to ensure efficiency and put safety first.

## Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of everyone 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. Ensure effective research governance mechanisms and processes are appropriately tailored for research management, implemented followed and documented including procurement, contract, risk and insurance management and maintaining project management templates and reporting systems.
4. Support translation and implementation of Science Program and related R&I outcomes through the development of work instruction, dashboards, seminars and training.
5. Manage the SRI communication plan including development of fact sheets, coordinating the seminar series, development of intranet and internet news articles, science program promotional material, conference presentations/Ozwater & Science Week promotional activities.
6. Manage program support projects/initiatives in the portfolio.
7. Support the program and project delivery across the group and ensure that projects are fit for purpose and applied to a high standard i.e. monitoring KPIs, customer/stakeholder needs etc.
8. Maintain and where necessary develop Science Program and other R&I initiatives dashboards ensuring timely input by project managers to meet Managers reporting requirements.
9. Support in the reporting of activities and outcomes for regulatory reporting purposes such as the Annual Catchment Management Reports, Operating Licence reviews, Water Quality Management System reports and Annual Report.
10. Enhance stakeholder engagement experience by supporting the planning, delivering and facilitation of high quality meetings, workshops and events

## Key Challenges

* Translating corporate business management practices and policies developed for asset or operational activities to research project management.
* Translating and communicating complex science, research and innovation to non-technical clients, stakeholders and managers.
* Managing a high number of internal and external stakeholders.

## Significant Internal Relationships

|  |  |
| --- | --- |
| Stakeholder | Purpose of Relationship |
| Strategic Communication | Collaborate on promotional and educational communications relating to Science and associated research and innovation activities. |
| Procurement Strategy and Operations | Ensure research procurement processes are effective and meets corporate requirements |
| Digital | Managing and developing system-based program managing tools and dashboards through applications like PowerBI and devOps |

## Significant External Relationships

|  |  |
| --- | --- |
| Stakeholder | Purpose of Relationship |
| Sydney Water – R&I and Water Quality Custodian teams | Managing Science Research and Innovation working group and supporting research collaboration with our major customer. |
| Water Research Australia | Ensuring effective value and engagement to leverage our membership benefits and ensure projects meet our required objectives. |
| Research Institutions /Specialist Researcher Organisations Research Offices | Develop research contracts and ensure delivery of expected research outcomes. |

## Delegations, Financial Accountabilities & Freedom to Act

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

## WaterNSW Leadership & Performance Competencies

|  |  |  |
| --- | --- | --- |
| 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 |
| Managing Change | B | * Understands risks and opportunities of change and is able to take action to ensure the change is successful * Understands the range of reactions to change and actively manages these * Identifies and addresses stakeholder resistance to change * Communicates key information and wider reasons for change * Gains stakeholder support and generates enthusiasm about change |

|  |  |  |
| --- | --- | --- |
| Customer | Level |  |
| Collaboration and Engagement with Customers and Stakeholders | B | * Builds and maintains relationships with individuals from other work groups to accomplish shared goals * Adapts approach to meet the needs of a broad range of customers and stakeholders |

|  |  |  |
| --- | --- | --- |
| Business | Level |  |
| Safety and Risk Management | B | * Implements and monitors policies, procedures and programs. * Role models safety behaviour * Takes immediate and appropriate action to minimise risk * • Considers safety and risk in all business decisions |
| Continuous Improvement | B | * Analyses current processes and practices to identify opportunities for improvement * Identifies patterns in data and information and implements improvements based on this analysis * Has knowledge of and able to apply appropriate continuous improvement tools to achieve the best outcome * Undertakes improvement projects within own team or business area to improve outcomes by * utilising innovative thinking |
| 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:**

* Degree in Science, Engineering, Communications, Project Manager or equivalent.
* Current NSW Drivers Licence

**Knowledge:**

* Excellent writing, storytelling and creative skills with attention to detail.
* Understanding of research governance and reporting processes preferably water industry or research sectors.
* Ability to contribute to continuous improvement of the project delivery methodology, including assisting in the creation of new processes and artefacts.
* Excellent verbal and interpersonal skills and an ability to communicate effectively at all levels.

**Experience:**

* Program/project reporting experience, consolidating and reporting on project and/or program progress metrics risks, issues, and dependencies, and escalation as required
* Demonstrated experience in producing and delivering written digital and verbal communications content synthesising complex information for a variety of audiences.
* Experience in the delivery of research and/or communication projects.

## Favourable Candidate Requirements

* Communications experience or relevant qualifications, preferably in science related field. .
* Experience in devOps, PowerBI, and/or research program management tools.
* Research experience in the field of environment and water sciences.
* Project governance experience with understanding of procurement and contract management processes.

## Pre-Employment Checks Required

* Identification
* Qualifications
* Drivers Licence
* Pre-employment Medical (office based)
* Police Check