

Position Description



Project Officer Meter Title Transfer

Customer & Community

Reporting to Project Manager Meter Title Transfer

Position Purpose

To develop and implement change and communication project plans to support the transformation that the Meter Title Transfer program will create, manage the end to end delivery of customer solutions and engagement in the field 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. Monitor, track and report on the status of project deliverables to ensure the agreed scope of works, time, cost and quality standards are in line with approved project plans for assigned projects.
4. Support business change with the use of communications tools and approaches to the impacted stakeholders.
5. Update and maintain a schedule of work, providing relevant feedback on activities and progress to support workflow of the project.
6. To develop and support the implementation of change management plans for change activities led by the Meter Title Transfer program.
7. Collate, analyse and provide data to identify key risk areas e.g. with existing and new metering installations.
8. Manage engagement to support customer options, including education, quotes, project updates and support liaison with telemetry providers.
9. Deliver works in line with agreed WaterNSW and best practice quality standards.

Key Challenges

- Current environmental impacts e.g. Drought
- Required to travel large distances and conduct field work in a variety of locations
- Educate and motivate customers to use new systems and procedures for water ordering and capture of meter data to modernise customer service

Significant Internal Relationships

Stakeholder	Purpose of Relationship
Project Team	<ul style="list-style-type: none"> • Provide information to generate work flow • Advise and receive instructions
Customer and Community division	<ul style="list-style-type: none"> • Assess changes of Meter Title Transfer program delivering support to manage its impacts

Significant External Relationships

Stakeholder	Purpose of Relationship
Customers	<ul style="list-style-type: none"> • Educate and inform progress of works. • Resolve and provide solutions to issues.
Contractors, vendors & suppliers	<ul style="list-style-type: none"> • Engage in delivery expectations of services and assist with roll out.

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	
<ul style="list-style-type: none"> • Communicating with Influence 	B	<ul style="list-style-type: none"> • Tailors communication to suit the audience and uses a range of influencing techniques to build support • Supports messages with relevant examples, demonstrations and stories

		<ul style="list-style-type: none"> Communicates issues clearly with different audiences Handles challenging questions confidently and constructively
<ul style="list-style-type: none"> Managing Change 	B	<ul style="list-style-type: none"> 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	
<ul style="list-style-type: none"> Collaboration & Engagement with Customers and Stakeholders 	C	<ul style="list-style-type: none"> Proactively builds relationships internally and externally to positively impact the business Actively engages with customers and stakeholders to understand concerns and leverage opportunities for adding value Initiates and maintains extensive networks to enable the achievement of business objectives
<ul style="list-style-type: none"> Partnering & Advice 	B	<ul style="list-style-type: none"> Engages in a productive dialogue with the customer to consultatively identify a solution Provides credible advice for customers based on an understanding of the underlying issue Knows when to draw on additional resources to provide appropriate support and advice for customers

Business	Level	
<ul style="list-style-type: none"> Continuous Improvement 	B	<ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> Planning & Delivering Results 	B	<ul style="list-style-type: none"> Manages expectations and accepts accountability for deadlines, budget and outcomes Delivers consistently to plans and focuses on the achievement of results despite obstacles Implements quality assurance practices to ensure projects and activities are delivered to required standards. Initiates action without prompting

Mandatory Candidate Requirements

Qualifications:

- Certification and/or significant experience in relevant discipline such as trades, government agencies and customer engagement
- Current NSW Drivers Licence

Knowledge:

- Working knowledge of water measurement devices and agronomic practices
- Sound knowledge of relevant legislation and regulations

Experience:

- Demonstrated practical experience in customer management in a complex environment
- Experience and knowledge of change management principles, methodologies and tools

Favourable Candidate Requirements

- Certified Meter Installer/Validator

Pre-Employment Checks Required

- Identification
- Qualifications
- Drivers Licence
- Pre-employment Medical – predominantly field based
- Police Check