



Job Specification

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| Position Title | General Manager Customer and Stakeholders | No: | |
| Reporting to | Managing Director | | |

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| Role Purpose | |
| <p>The role of the General Manager Customer and Stakeholders is to facilitate strategic engagement with customers, stakeholders and partners, and to provide support to our front line service providers.</p> <p>This position contributes to the management of the organisation as a member of the Leadership Team to enable the realisation of our vision of delivering for our region and our future.</p> <p>The key strategic outcome of this role is to lead the organisation to ensure sustainable business and viable customers, ensuring GMW makes long term, sustainable decisions focused on efficiency, finance and assets.</p> | |
| Stakeholders: | Goulburn Murray Water Leadership team including the Managing Director and Board. A wide range of stakeholders including DELWP, Parks Victoria, MDBA, external Interest Groups. |

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| Knowledge, Skills and Experience: |
| <ul style="list-style-type: none"> • Demonstrated experience in leading development and implementation of Customer and Stakeholder Strategy. • Demonstrated ability to lead organisational customer and stakeholder programs and building organisational capability in customer and stakeholder engagement. • Demonstrated ability to lead the development and successful implementation of complex and sensitive projects including an emphasis on engaging key leaders and contributors. • Demonstrated ability to deliver effective governance of Customer and Stakeholder procedures. • Demonstrated ability to think creatively, to manage under pressure and to meet tight deadlines. • Demonstrated ability to negotiate, influence and engage others as well as gain support from and confidence of senior management and key stakeholders. • Demonstrated ability to think strategically, to identify emerging issues, problem solve and apply creative solutions. • Highly developed oral and interpersonal skills and demonstrated ability to negotiate with and advise senior management on People, Culture and Safety issues. • High level of organisational skills with proven ability in setting priorities and operating within strict deadlines. • Proven ability to deliver projects on time and within budget. • Demonstrated ability to lead, manage and motivate employees to achieve their full potential. |

| Key Result Areas | Key Responsibilities | KPIs |
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| Set the Customer and Stakeholder engagement strategy for the organisation | <ul style="list-style-type: none"> • Lead the development, implementation and management of Customer and Stakeholder Strategy and enabling programs of work across the organisation • Work with the Board and Managing Director to ensure effective governance and strategic focus on the Customer and Stakeholder Programs • Executive Lead on the Customer and Stakeholder Committee | Customer and Stakeholder Feedback Feedback from the Board and Managing Director |
| Inspire, lead and develop a diverse group of people | <ul style="list-style-type: none"> • Establish and support an open and honest working environment for employees fostering collaboration and teamwork • Identify and develop leaders at all levels of the business • Promote safety and wellbeing for all employees • Role model GMW leadership capabilities and constructive behaviours | 360-degree feedback Employee Engagement outcomes Safety outcomes |
| Drive Exceptional Performance | <ul style="list-style-type: none"> • Drive the achievement of results • Effectively lead and manage organisational change • Foster a high performance culture by setting clear goals, holding people accountable and managing performance | Business results |
| Manage external and internal relationships | <ul style="list-style-type: none"> • Influence multiple and diverse stakeholders, internal and external to the business to ensure the reputation of the business is enhanced • Ability to build trusting relationships with all stakeholders to support the achievement of the Strategic Direction | Stakeholder feedback |

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| Classification/Band | Executive Contract | |
| Employment Status | Fixed Term – Full Time | |
| Salary | Executive range | |
| Position reports to | Managing Director | |
| Location | Tatura | |
| Delegations | Financial: Level 1 | Human Resources: Communications & Engagement and Customer Service teams |
| Position Contact | Charmaine Quick | |
| Qualifications | Tertiary qualification in Strategic Engagement/Communications. | |
| Policy Check required | Yes | |
| Victorian Drivers Licence | Yes | |
| Approver/Approval Date | Charmaine Quick – 23/04/2019 | |