

Role Description

(Non-Manager)



Our purpose – Helping South Australians Conserve, Sustain and Prosper.

Role Title: Communications and Engagement Coordinator

Division: Water and River Murray

Classification Level: ASO6

Branch/Region/Unit: Water Infrastructure and Operations/Communications and Engagement

CHRIS Position Number: P44338, P62621

Reports to (Title): Manager, Communications and Engagement (WIO)

About the Agency – [Department for Environment and Water](#)

The Department for Environment and Water (DEW) is committed to providing a highly supportive work environment that values the participation and contribution of every employee in shaping the future of the department. DEW is a high performing organisation that encourages excellence, improvement and growth, at both an organisational and individual level.

DEW has a flexible approach to doing business and is committed to ensuring our people have flexibility around the number and scheduling of hours worked, as well as location. Everything we do is underpinned by our core values and consequently, we value and respect our people, encourage active participation and leadership, continuously seek to be better, and achieve results.

The Water and River Murray Division is responsible for heading efforts to achieve the Government of South Australia's priorities in relation to the use, management and conservation of the State's water resources. The Water Infrastructure and Operations Branch support this through the management, coordination and delivery of programs across South Australia, with a primary focus on the Murray-Darling Basin. The Branch is responsible for managing and advising on the sustainable delivery of River Murray water to the state. The Branch is also responsible for the development, construction, operation and maintenance of innovative water management infrastructure and other solutions to deliver enhanced environmental, social, cultural and economic outcomes for the South Australian River Murray, Eastern Mount Lofty Ranges, South East Drainage Network and Patawalonga Lake System.

About the Role

The Communications and Engagement Coordinator supports the development and implementation of efficient and responsive communications and engagement strategies for projects across the Water Infrastructure and Operations (WIO) Branch, to help achieve wider branch engagement outcomes.

The Communications and Engagement Coordinator is responsible for the strategic oversight of WIO communications channels to ensure high quality content reaches intended audiences, meets audience needs and achieves WIO communication and engagement objectives. The role is responsible for developing and implementing engagement plans and ensuring that cross-program content and tactics are developed. The role is responsible for building and maintaining relationships with key stakeholders and undertaking complex project work as required.

The Communications and Engagement Coordinator will contribute to various WIO projects, provide program planning and project management support, collaborate with and between project teams, support governance arrangements and stakeholder engagement activities.

While the role will be primarily allocated to a specific program, it will function as, and provide strategic advice to, the broader WIO Communications and Engagement team.

Key Role Outcomes

- WIO engagement strategies are successfully developed, implemented and evaluated and strategic advice is provided to the broader WIO Communications and Engagement team.
- Community and stakeholder groups are engaged regarding the WIO programs, outcomes and future directions. The public is informed about WIO initiatives by the delivery of strategic and timely engagement activities that achieve communication objectives.
- Information reaches the intended audiences and achieves communications objectives.
- WIO communication channels (including web, newsletters and social media) are managed by forward planning themes and messaging, and sourcing, editing and publishing content on a regular basis.
- WIO Communications and Engagement team members are supported to understand their intended audience and develop and implement project engagement plans with clear objectives.
- WIO engagement strategies and projects are developed, managed, delivered, measured and evaluated to ensure that objectives are being met.
- Engagement plans and content are developed collaboratively and based on the International Association for Public Participation (IAP2) principles and the SA government's 'Better Together' engagement guide.
- Strong collaborative partnerships, relationships and networks are established and maintained to support the effective delivery of project outcomes.
- Stakeholders are positive about their engagement in the development and delivery of the WIO programs.

Essential Criteria (including qualifications)

- Experience in developing and implementing engagement strategies for complex projects, based on IAP2 and 'Better Together' principles of engagement.
- Highly developed written communication skills, including experience in editing, proof-reading, and writing Ministerial briefings.
- Experience in content planning and creation – including video – for web, direct mail, social media and other tactics to achieve communications objectives
- Experience in freely transferring in-depth knowledge to non-technical audiences.
- Experience in managing projects, preferably in government or public sector settings.
- Proven ability to manage workloads, negotiate and determine priorities and meet deadlines.
- Experience in the design and production of tactics including e-news content, information sheets, newsletters, social media content and promotional materials.
- Proven ability to develop and maintain effective working relationships with a broad range of stakeholders to achieve required outcomes and deadlines.
- Ability to maintain an adaptable and collaborative approach, incorporating diverse perspectives and changes in direction while still maintaining a focus on priorities.

Desirable Criteria

- Experience working with Aboriginal Communities.
- Tertiary qualifications in community engagement, communications or a related field.

- Experience using content management systems, social media platforms and design software.
- Experience supervising staff.

Key Relationships/Interactions

- Works collaboratively with members of the Water Infrastructure and Operations Branch and project delivery teams.
- Works collaboratively with staff across all Water and River Murray branches and wider DEW divisions.
- Liaises with a variety of external organisations, including industry, government departments and stakeholder groups.

Special Conditions

- May be required to work outside of the normal hours, including weekends.
- Inter and intrastate and remote area travel is required, including travel in light aircraft and overnight absences.
- A current class 'C' driver's licence and willingness and ability to safely operate a 4WD is essential.
- May be required to participate in fire management or associated duties.
- A current First Aid Certificate is essential.
- You must be an Australian citizen, permanent resident, or provide evidence that you hold a valid working visa that allows you to work in Australia without restrictions.
- Prior to being employed, the successful applicant will be required to obtain a National Police Check.

Core Competencies	Elements	Behavioural Indicators
Shapes Strategic Thinking and changes	<ul style="list-style-type: none"> • Thinking and Acting Strategically 	<ul style="list-style-type: none"> • Makes strategic judgments and presents options based on implications of analytical thinking. • Flags potential options for dealing with issues and implications. • Thinks 'outside the box' and views issues from different perspectives to formulate ideas.
Achieves Results	<ul style="list-style-type: none"> • Making Decision • Delivering Effective Outcomes 	<ul style="list-style-type: none"> • Takes into account information from a range of sources, including factual data and opinions of others. • Evaluates impact and consequences of taking a particular course of action, taking into account stakeholder concerns as well the impact across the Agency. • Sets priorities for self and manages workflow in order to achieve

		<p>outcomes on time.</p> <ul style="list-style-type: none"> • Deals assertively in overcoming barriers to action.
Drives Business Excellence	<ul style="list-style-type: none"> • Promoting customer services • Facilitating Quality and Continuous Improvement 	<ul style="list-style-type: none"> • Seeks to understand the needs and issues of a diverse customer base. • Establishes mechanisms for gathering feedback from customers about service quality and possible service improvements. • Recognises problems as opportunities for improvement and facilitates discussion and/or development of processes to address these.
Forges Relationships and Engages Others	<ul style="list-style-type: none"> • Influencing and Negotiating • Using political savvy 	<ul style="list-style-type: none"> • Understands wider business objectives and integrates these into recommendations to gain greater buy in and commitment from others. • Listens to the views of stakeholders and tailors advice or recommendations to gain greater engagement and achieve positive outcomes. • Is highly effective in knowing what to say, when, and to whom and how to communicate messages in a way that will gain support.
Exemplifies Personal Drive and Professionalism	<ul style="list-style-type: none"> • Displaying Flexibility and Resilience 	<ul style="list-style-type: none"> • Is responsive to the unexpected. • Maintains a positive outlook when under pressure and is composed in the face of setbacks. • Balances competing demands in a calm manner.

Work Health and Safety

Contribute to workplace safety

- Accepts responsibility for own and others safety.
- Actively participates in consultation about work, health and safety issues.
- Identifies and reports hazards and identifies risk controls where appropriate.

Corporate Responsibilities

- Demonstrate appropriate and professional workplace behaviours that are in line with the [Code of Ethics](#) and the [South Australian Public Sector Values](#).

- Maintain a commitment to Equal Employment Opportunity, Diversity, Ethical Conduct, and record keeping within legislative requirements, according to the principles of the *Public Sector Act 2009*.
- Exhibit and promote the behaviours in line with *The way we work* outlined in the [DEW Corporate Plan](#).
- Actively participate in the Department's Performance Review and Development Program.
- Demonstrate appropriate and professional workplace behaviours that align closely with the White Ribbon message.
- Champion positive behaviours and conduct during all interactions with children and young people always adhering to the Child Safe Environment Policy and Procedure & Guideline.

Original Date classified:	20/05/2022	Date reviewed:	29/07/2025
Class method/ Ref #:	Full / Comparison / #	Reviewed by HR:	MP - 11/8/25