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**WATER AUTHORITY OF FIJI**

**REF: 1037 PUBLIC RELATIONS OFFICER**  
**(WAILOKU DEPOT)**

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**Purpose**

The incumbent must liaise with Manager Infrastructure & Service Delivery – Central Eastern (MI&SD – CE) and work closely with the Operations, Projects, Rural and Maritime Teams in achieving the desired results. The incumbent shall represent the Water Authority of Fiji (WAF) at Official Engagements that require WAF representation and must participate in question and answer sessions and furnish responses based on Operational Knowledge or feedback gained through the respective regional teams. The Public Relations officer shall be responsible for the coordination and resolution of action items arising from Official Engagements, coordinating with the relevant regional teams.

**Principal Accountabilities**

1. Sound understanding of WAF Services within the Central Eastern Region clearly demonstrated

- In general, role will oversee PR activities for the following components at Regional level
  - Water Operations
  - Capital Projects
  - Rural Water and Maritime Schemes
- Actively engaging with internal and external stakeholders and ensuring all communication and information systems are functional.
- Collaborate with the Regional teams, MISD and Corporate Communications and maintain open communication with Management and relevant external stakeholders
- Development of promotional and publications materials at regional level
- Regional representation in awareness activities, participate in official engagement requiring WAFs participation
- Manage and address inquiries from media, public and external stakeholders

- Prepare and submit public relations reports complete with action matrix and status.
- Operations
  - Gain knowledge and understanding the technicalities of daily Water Operations within the CE Region;
  - To provide operational feedback in response to queries or issues raised through public forums, stakeholder meetings and official forums
  - Attending to stakeholder briefs to present on operational updates and providing feedbacks to MISD on issues raised in the forum
  - Liaising with the respective SBUs on the resolution of the matrix and update MISD and the relevant stakeholder forums
  - Coordinate Public Notices & Press Releases in conjunction with the Corporate Communication Unit regarding any Planned or Unplanned works that result in disruption to services
  - Prepare and update promotional materials and publications (brochures, flyers, presentation slides, etc.)
  - Assist in the preparation of and distribution of press releases working closely with the Corporate Communications Unit
  - Assist in the organization of PR events
- Capital Projects
  - Gain knowledge and understanding of all ongoing capital project activities including objectives, beneficiaries and current progress, working closely with the Regional Senior Engineer Construction and Construction Team.
  - Preparation and maintenance of a Project Dashboard for reporting and updating the status of capital projects for internal and external reporting.
  - Coordinate Public Notices & Press Releases in conjunction with the Corporate Communication Unit regarding any Planned or Unplanned works that result in disruption to services
- Rural and Maritime
  - Effectively manage WAF's rural awareness programs, events, publications and general corporate communications.
  - Gain a firm understanding of the Rural Water and Sanitation Policy as well as the process of rural project initiation.

- To assist in the development, implementation, review and improve all Public Relations policies, processes and procedures
- Regularly reporting to the Manager Infrastructure and Service delivery on any other matter that may impact the WAF goals and KRA's
- Providing assistance and input into the formulation, development and implementation of strategic business plans for the Rural & Maritime Units.
- Increased customer satisfaction for WAF rural & maritime customer interactions and services
- Improved understanding amongst customers of their responsibility in water and maintaining their infrastructure
- Active engagement of stakeholders (both internal and external) in the accurate communication of key messages, policy review and information sharing
- Facilitating the relationship between the Rural & Maritime Unit and other business units, acting as a broker for the championing of Rural water and Sanitation Policy (Ensure better relationship between WAF, key Government agencies and external stakeholders).
- Participate and Engage in Ministerial visits, Talanoa sessions, Provincial Council, District Advisory Council and HOD meetings etc. should be attended to by the incumbent ensuring WAF issues raised in such meetings are addressed or directed to the relevant SBU, followed up and resolved in a timely manner with feedback provided to relevant stakeholders.
- Plan and prepare public awareness programs covering the following aspects:
  - Water operations
  - Wastewater Operations
  - Liquid Trade Waste
  - Demand Management
  - Rural Water Supply
  - Customer Services & Billings
- Prepare, Coordinate and undertake public awareness for rural and urban local communities, schools and businesses.
- Prepare and compiling informational brochures, leaflets and other informational packets for public release.

- Undertake awareness and training for rural water communities on the roles and responsibilities within the Rural Water and Sanitation Policy, Importance of Maintenance, Water Safety Planning and Project Initiation Process from Inception to Completion.
- Organize at least one talk back show every three months to cover aspects on:
  - Water Operations
  - Wastewater Operations
  - Liquid Trade Waste
  - Demand Management
  - Rural Water Supply.
- Prepare and release at least one story per month from the Capital and Rural Projects for release to the Corporate Communications Unit and media.

### **Knowledge & Experience**

- Diploma in Journalism / Bachelor degree in Journalism and Management
- 3 year experience for Bachelor degree holders or 4 years' experience for Diploma holders;
- Good communication and customer service skills;
- Excellent Presentation & Public Speaking Skills;
- Good Command of written and spoken Itaukei Language;
- Demonstrated understanding of Itaukei culture and traditions;
- Ability to resolve and manage conflict;
- Ability to work collaboratively as a Team Player;
- Ability to work across departments to achieve outcomes;
- Good knowledge of WAF's and departments strategic direction;
- Firm understanding of Rural Water & Sanitation Policy, Rain Water Harvesting Policy, WAF Customer Charter and internal WAF Policies; and
- Proficient with MS Office applications.

### **Remuneration**

(\$17,760.00 - \$22,450.00) per annum

## **WHERE TO SEND YOUR APPLICATION**

Typed applications must include the curriculum vitae in chronological order and the names of 2 referees with certified copies of relevant certificates and separate application for different positions. Briefly state how you meet the knowledge, experience, skills and abilities for the position applied.

**INCOMPLETE & LATE APPLICATIONS WILL NOT BE CONSIDERED. ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED.**

Applications should be marked “Confidential REF: 1037 Public Relations Officer (National Office)” and should be received no later than **15 July 2022** and could be:

**Mailed to:**

The Manager Human Resources      or  
Water Authority of Fiji

**Hand delivered to:**

Human Resources Unit      or  
Level 3, Manohan Building

**Emailed to**

hr.recruit@waf.com.fj