

POSITION DESCRIPTION

REF 1308 MANAGER COMMUNICATIONS & STAKEHOLDER ENGAGEMENT NATIONAL OFFICE

Salary Scale	\$50,012.55- \$62,515.69 per annum	Position Type	Established
Structure:	Department:	Corporate Services	
	Sub – Section	Communications & Stakeholder Engagement	
Location:	National Office		

About Our Organisation

The Water Authority of Fiji is a corporate body established under the Water Authority of Fiji Act 2007 to make provision for the effective management and administration of the Water and the sewerage systems.

We are responsible for providing access to quality drinking water and wastewater services to over 154,000 residential and non-residential metered customers in the urban areas of Fiji and setting up water supply systems in rural areas.

Position Objective

The Manager Communications and Stakeholder Engagement is responsible for leading, managing and enhancing WAF reputation through engagement, communications, and feedback across multiple internal and external channels. The Manager will lead WAF's efforts in engaging with external stakeholders and ensuring that our stakeholder engagement aligns with organisational values and customer service commitments. The Manager plays a crucial role in enhancing our WAF's reputation and maintaining positive relationships with community, line ministry, and other public and private sector stakeholders. To be effective in the role, the Manager will have to collaborate across the business, ensuring stakeholder engagement messaging is timely and relevant. This role reports to the Chief Executive Officer (CEO) of the WAF.

Key Accountabilities

The Manager Communications and Stakeholder Engagement will lead a small team of 5 direct reports. A key strategic deliverable for the role is to plan, develop and implement WAF's Communications Strategy and Plan. The scope of the plan encompasses all external stakeholder communications and engagement, all internal communications, as well as WAF brand management. With sound customer service at heart, all community and stakeholder engagement efforts need to ensure improved customer satisfaction and informed communities. Internal communication needs to be suitable for employee engagement in a geographically dispersed organization with large non-office based workforce.

Key Responsibilities

1. Plan, develop and coordinate WAF's Communications Strategy and Plan, including related policies and procedures.
2. Initiate, plan and deliver a proactive strategic corporate communication strategy, taking into consideration community engagement and the development of relationships across Fiji's multi-cultural community to ensure a positive corporate reputation - including employees, customers, communities and stakeholder groups.
3. Lead the planning, development and implementation of an array of community outreach programs as well as capital projects related public participation programs.
4. Institute and maintain an appropriate issues management system, including regular reporting about relevant stakeholder attitudes and remedial actions to ensure stakeholders and senior management are informed and strategies are adopted to protect and enhance WAF's corporate reputation.
5. Manage, lead and coordinate a team of employees and manage programs within the designated annual budget.
6. Establish strong partnership with all SBUs, ensuring up to date information on key projects and programs is available and public messaging is current and relevant.
7. Keep the Chief Executive Officer (CEO), and the wider Executive team abreast of emerging and managed issues.
8. Identify, assess and manage/mitigate any allocated reputational risks in a proactive manner within WAF's Risk Management Framework.
9. Develop responses to media issues, inquiries, and opportunities with other teams including preparation of media statements, alerts, strategies and releases in a highly effective and timely manner.
10. Work effectively and build trust with the media.
11. Provide advice on media messaging and management approaches and escalate issues when required.
12. Support and prepare the CEO and Executives and spokespeople with media advice and approved media messaging.
13. Keep up to date with emerging media trends and non-traditional media channels and update media and stakeholder strategy accordingly.
14. Support the scanning and analysis of the socio-political environment to identify potential impacts to, risks and opportunities for the business.
15. Share on-call duties and establish on-call spokespeople roster with the team and Executive, including daily media monitoring.

16. Provide advice and planning across groups for best practice community engagement and communication that drives performance and business results.
17. Work with Executive and SBUs to ensure they follow engagement policies, guidelines and approved plans - develop and implement an advocacy framework to ensure customer feedback is captured and responded to.
18. Drive innovation in community and stakeholder engagement, ensuring a continuous improvement approach to engagement across all regions. This will include developing new and refining existing processes, and sharing learnings across the regions, and across the business to all key interfaces.
19. Provide expert advice on community and stakeholder engagement to the Board, into business cases and stakeholder briefings, as well as for other tender documents and environmental assessment / legislative documents.
20. Be available after hours to serve as the organisation's primary contact point for the media, relevant government departments and to attend public engagements.

Key Challenges

- To deliver consistent, meaningful and measurable messages across the multitude of existing and emerging communication and engagement channels, in a way that protects, promotes and enhances the reputation of the Water Authority of Fiji.
- Challenge the status quo by bringing new and evolving thinking through emerging engagement technologies and techniques and setting reasonable expectations with internal and external stakeholders with the delivery of services.
- Delivering internal communications programs in an evolving environment to ensure employees are engaged, motivated and feel valued by the organisation and its customers.

Judgement & Reasoning

- Ability to appreciate emerging communications opportunities and channels and provide organisational leadership in their uptake.
- Understanding of the strategic planning process and its role in the effective management of organisations and communications activities.
- Ability to produce, considered and accurately respond to media enquiries within limited time frames.
- Ability to analyse complex problems and make recommendations without precedent.

- Outstanding attention to detail with the ability to provide final signoff and approval for a range of printed materials including advertising.
- Demonstrated ability to communicate, consult and negotiate effectively across a wide range of stakeholders including media, Government and its agencies, NGOs, customers and community networks.
- Demonstrated ability to deal with difficult situations and manage adverse publicity and negative perceptions held by external stakeholders.
- Ability to refer to and advise the Executive Management Team and the Chief Executive Officer on politically sensitive matters and issues and assist to devise appropriate action to deal with these.

Interpersonal Skills/Communications

- Outstanding oral and written communication skills and presentation skills that can be adapted for different audiences.
- Demonstrated high level relationship management skills with senior management and representatives from government departments.
- Excellent attention to detail and ability to write and edit a range of corporate and public relations materials.
- Thorough understanding of corporate communications platforms available and demonstrated ability to utilise these effectively to communicate to mass audiences.

External Communications

- Demonstrated ability to communicate, consult, engage, persuade and negotiate effectively with a wide range of stakeholders including regional media, Government Departments, Interest groups and community networks.

Internal Communications

- Demonstrated ability to develop, plan and deliver strong and productive relationships across all levels of the organisation, ensuring internal communications are relevant, timely and effective, and suitable for WAF's diverse workforce and distributed operations.

Position Specification

Competencies

QUALIFICATION REQUIREMENT

- Tertiary Degree in Communications, Public Relations, Marketing & Journalism

EXPERIENCE, SKILLS, & ABILITIES

- At least 5 years' experience in a senior communication, stakeholder engagement, business to business engagement, community relations or corporate affairs role.
- Sound understanding of mass communications and public relations theory and its practical application.
- Exceptional writing skills with the ability to develop compelling content, including media releases, Q&As, talking points, speeches, presentations, reports, and other social media content.
- Ability to critically analyse data and information, interpret and present complex material to diverse audiences.
- Strong background in community engagement and coordinating public participation programs
- Good command of written and spoken English language
- Demonstrated experience in a wide range of communication and engagement activities, including work with communities, government, industry and other stakeholders.
- Well-developed interpersonal skills to communicate effectively with a diverse range of people including customers, senior management and stakeholders.
- Demonstrated experience in effectively leading teams.
- Ability to identify, plan and execute proactive media opportunities and exceptional issue and crisis management skills.
- Exceptional collaboration skills with the ability to partner effectively with people inside and outside the organisation.
- Strong project management skills with the ability to converse on a range of technical, regulatory, policy issues.

WHERE TO SEND YOUR APPLICATION

Typed applications of no more than three (3) pages 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: 1308 Manager Communications & Stakeholder Engagement – National Office](#)” and should be received no later than **5pm on 8 December 2023** and could be:

Mailed to:

The Manager Human Resources
Water Authority of Fiji

or

Hand delivered to:

Human Resources Unit
Level 3, Manohan Building

or

Emailed to:

hr.recruit@waf.com.fj