

Information package

Communications & Engagement Officer

Applications close midnight, Thursday 4 December 2025

Communications & Engagement Officer

Are you passionate about connecting with people and creating meaningful experiences? In this role, you'll be at the heart of Riverina Water's mission to inform, involve, and inspire our customers and community. You'll craft compelling communications, deliver impactful marketing and education initiatives, and lead engagement activities that strengthen relationships across the region.

As a key member of our team, you'll bring creativity and strategy together - developing content that resonates, facilitating stakeholder participation, and helping shape the reputation of an organisation that values connection and collaboration.

What's in it for you?

- **Fantastic employee benefits**, including a discounted gym membership, access to a supportive employee wellbeing program, and a supplied corporate uniform.
- **Work-life balance you'll love**- enjoy **a 9-day fortnight (70 hours)**, giving you **26 long weekends each year**.
- Attractive salary: \$100,158 - \$112,728 plus **17.5% superannuation**
- Be part of a supportive team environment with a **strong focus on professional growth and employee wellbeing**.

How can you apply?

See our careers page for all the information you need to apply rwcc.nsw.gov.au/jobs

To chat about this opportunity, please contact Joshua Lang, Customer & Communications Team Leader via email jlang@rwcc.nsw.gov.au or phone 0411 743 362.

To be considered for this position you must currently have the right to work in Australia.

Applications will be accepted until **midnight, Thursday 4 December 2025**.

Riverina Water is an EEO employer. We promote an inclusive workplace and encourage applicants who reflect diversity of gender, culture, experience, and skills.

Communications & Engagement Officer

Thank you for your interest in this position.

Please review the information available and should you have questions or wish to discuss the position, please contact me.

The position

As the Communications and Engagement Officer you will co-ordinate and deliver effective communication, engagement, marketing and education activities for internal and external stakeholders.

Qualifications and skills required

Applicants are expected to address the selection criteria when applying for this position.

It's expected that applicants address the key selection criteria and are able to demonstrate their competencies and relevant experiences.

Remuneration and benefits

The salary for this position is \$100,158 - \$112,728. In addition, we contribute 17.5 % superannuation, and employees may salary sacrifice or make undeducted contributions for additional super.

I would welcome the opportunity to discuss this exciting opportunity with you and look forward to your application. I can be contacted via jlang@rwcc.nsw.gov.au or 0411 743 362.

Regards,

Joshua Lang

Customer & Communications Team Leader

Position description

Communications & Engagement Officer

POSITION TITLE:	Communications & Engagement Officer	Date created: July 2025
REPORTS TO:	Customer & Communications Team Leader	Modified by: J Lang
NUMBER OF DIRECT REPORTS:	Nil	Reviewed: Annually
DIRECTORATE:	Corporate Services	Approved by: E Tonacia

Purpose of Position

The Communications and Engagement Officer is responsible for developing and delivering high-quality communications, marketing, education and engagement initiatives that inform, involve and inspire our customers and community. This position plays a key role in implementing Riverina Water's communications and engagement strategies by developing creative content, facilitating stakeholder participation, and strengthening the organisation's reputation and relationships across the region.

Key Responsibilities

1. Develop, coordinate and deliver high-quality external communications and content across print, digital, media, internal channels and Riverina Water's website and social platforms, ensuring accessibility, inclusion and consistency of messaging
2. Coordinate and implement community engagement and education activities, including campaigns, events, resources and grants and donations programs, to improve public understanding of water services and support meaningful stakeholder involvement.
3. Support the development, and implement, marketing and brand initiatives to enhance customer experience, promote Riverina Water's services, and build a positive and trusted public profile.
4. Be the first point of contact and coordinator for media enquiries; and develop effective media releases and content in accordance with the organisation's Media Policy and protocols.
5. Contribute to data collection, reporting and analysis of customer and community sentiment, communications performance and engagement outcomes to support continuous improvement and organisational strategy.
6. Develop and deliver internal communication materials, campaigns and engagement activities to support organisational culture and staff engagement.
7. Build and maintain effective relationships with key stakeholders (including customers, community organisations, schools, media, businesses, councils and government agencies); collaborate with subject matter experts as required and make effective and informed recommendations to senior management and the Board
8. Actively contribute to team planning, problem-solving and project delivery, supporting strategic goals through collaboration, initiative and professional communication expertise.

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| 9. Comply with organisational policies and procedures, including WHS, Code of Conduct, Equal Employment Opportunity, anti-discrimination and environmental management standards. |
| 10. Undertake additional responsibilities aligned with the role, as directed from time to time. |

Selection Criteria

1. Bachelor's degree in communications, public relations, journalism, marketing or related field, and/or significant demonstrated equivalent professional experience (5+ years).
2. Demonstrated experience in developing and delivering communications, engagement or marketing activities across multiple channels and formats.
3. Strong written and verbal communication skills, including content development for digital, print and media platforms.
4. Well-developed interpersonal skills with the ability to build rapport and engage with a wide range of internal and external stakeholders.
5. Excellent time management and organisational skills, with the ability to manage competing priorities and meet deadlines.
6. Proficiency in digital tools including Microsoft Office and social media platforms.
7. Current Class C Driver's Licence.

Desirable

8. Training or certification in community engagement (e.g. IAP2 Certificate)
9. Experience using digital and design tools (e.g. Adobe Creative Cloud, other basic design tools, CMS platforms, social media scheduling tools).
10. Experience in digital storytelling, including photography and video content creation.
11. Knowledge of local government, utility or public sector communication environments.

Riverina Water overview

History

Southern Riverina Water County Council was incorporated in 1938 to make reticulated water available to towns and villages in the Shires of Lockhart, Kyeamba, Mitchell and part of Culcairn Shire. The remaining part of Culcairn Shire and the Shires of Urana and Holbrook were subsequently added, as was the Municipality of Wagga Wagga in 1945. In 1981 Kyeamba and Mitchell Shire areas were included in Wagga Wagga City area.

Water supply infrastructure was established with the Murrumbidgee River at Wagga Wagga the principle water source, and a network of treatment, pumping, storage and pipework installations.

From 1942 to 1995 Southern Riverina was also responsible for distribution of electricity in the area. The formation of the larger electricity distributors in 1995 precipitated a review of water supply administration, resulting in the decision to form a new County Council for water supply in the former Southern Riverina area. Riverina Water County Council was gazetted on 2nd May 1997.

The County District covers an area of approximately 15,500 square kilometres and an estimated 77,000 people are provided with water through some 33,000 service connections. The location and development of groundwater sources has been utilised over the last thirty years, and bore water now supplies three quarters of our production.

Drinking quality water is supplied to all customers continuing a tradition of over sixty years of high service standards by a leading and innovative utility service organisation.

Infrastructure network

Riverina Water owns and operates the water supply infrastructure from the natural source to the customer's meter.

Wagga Wagga City

Water is sourced in Wagga Wagga from:

- › Murrumbidgee River intake at 91 Hammond Avenue
- › East Wagga Wagga borefield (Koorinal Road)
- › West Wagga Wagga borefield (McNickle Road to Moorong Street)
- › North Wagga Wagga borefield (East Street)

Groundwater is sourced and chlorinated for other villages with systems operating at Collingullie, Oura, Woomargama and Humula.

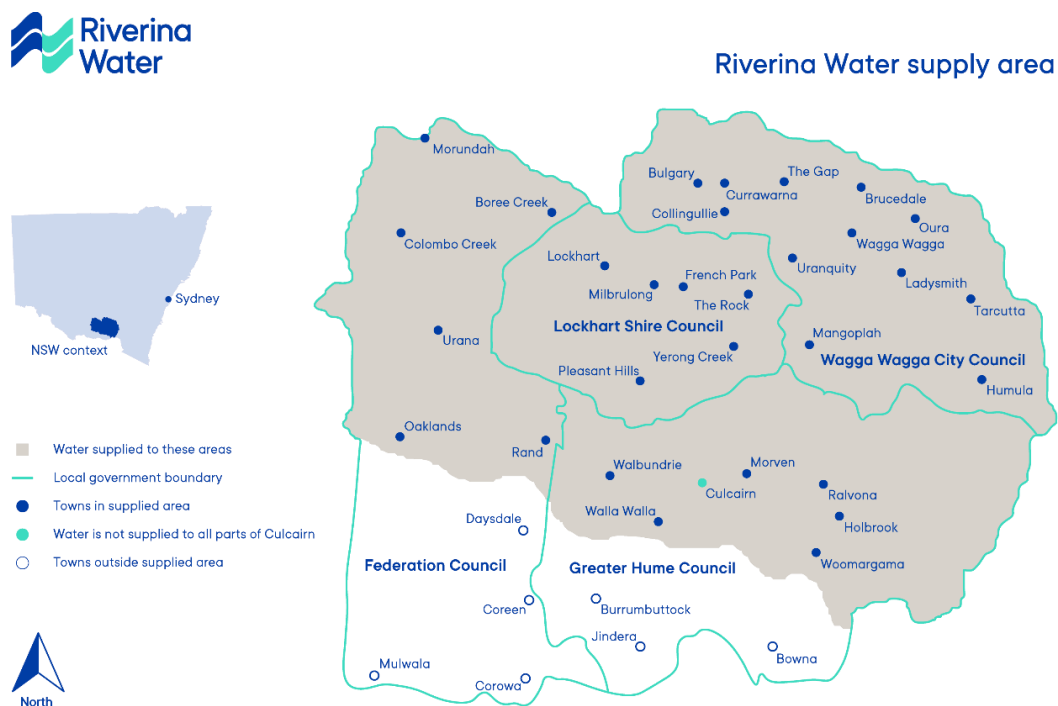
A small quantity of water is purchased from Goldenfields Water County Council, to supply customers near to their trunk main between Gumly Gumly and Juneee.

The township and rural network also serves a number of rural customers adjacent to the trunk mains, and in the general areas of Pleasant Hills, Brucedale, Euberta and Currawarna.

Structure

Riverina Water County Council is a Council under the Local Government Act 1993, responsible for the construction, operation and maintenance of water supply to the Local Government Areas of Wagga Wagga City, Federation, Greater Hume and Lockhart Shires.

Riverina Water has nine elected members, five from Wagga Wagga City, two from Greater Hume Shire Council and one from Federation Council and Lockhart Shire.



Organisational Structure

