

# Information package:

## Capability & Knowledge Lead

(2 year - fixed term contract)

Applications close midnight, Sunday 8 June 2025

# Capability & Knowledge Lead

## (2 year - fixed term contract)

Are you passionate about building organisational knowledge and developing workforce capability? Riverina Water is looking for a proactive and collaborative Knowledge & Capability Lead to work across the organisation to plan, design, and deliver learning and development initiatives that strengthen technical and professional capability, support knowledge sharing, and enable teams to perform at their best.

### 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: \$100,244.04 – \$112,825.44 plus **17% superannuation** (well above the standard 11% contribution).
- Be part of a supportive team environment with a **strong focus on professional growth and employee wellbeing**.

If you're ready to make a meaningful impact and help shape the future of learning at Riverina Water, we'd love to hear from you!

### How can you apply?

See our careers page for all the information you need to apply [rwcc.nsw.gov.au/jobs](https://www.rwcc.nsw.gov.au/jobs)

To chat about this opportunity, please contact Emily Tonacia via email [etonacia@rwcc.nsw.gov.au](mailto:etonacia@rwcc.nsw.gov.au) or phone 0411 191 437.

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

It is expected that applicants address the key selection criteria and can demonstrate their competencies and relevant experiences.

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

Applications will be accepted until **midnight Sunday 8 June 2025**.

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

# Position description

## CAPABILITY & KNOWLEDGE LEAD

<b>POSITION TITLE:</b>	Capability & Knowledge Lead	<b>Date created:</b> September 2024  <b>Created by:</b> Director Corporate Services  <b>Approved by:</b>
<b>REPORTS TO:</b>	Corporate Services Director	
<b>NUMBER OF DIRECT REPORTS:</b>	0	
<b>DIRECTORATE:</b>	Corporate Services	

### Purpose of Position

The Capability & Knowledge Lead will work collaboratively with the organisation to plan, design, and deliver relevant learning and training solutions where required that build capability and promote an engaged, inclusive, and high performing culture.

The position is responsible for developing and maintaining Riverina Water's knowledge base and will work closely with internal teams to implement fit for purpose knowledge management practices.

### Key Responsibilities

1. Manage and regularly update organisational knowledge in the User Adoption Platform (UAP) and other knowledge management systems, ensuring accuracy and relevance.
2. Develop and implement effective learning resources and content to drive capability uplift and behaviour change.
3. Lead training efforts in relation to organisational systems, including: <ul style="list-style-type: none"><li>- Creation of training strategies for each stakeholder group</li><li>- Set up and conduct training sessions</li></ul>
4. Provide & apply tools and support, including development of, to ensure effective adoption of new systems and business processes within the organisation.
5. Collaborate with key stakeholders to understand their business unit and requirements, and to ensure effective and accurate resources.
6. Implement intuitive workflows for teams to efficiently access relevant information.
7. Develop, deliver and manage relevant key communications.
8. Maintain awareness and compliance with relevant policies and procedures including Riverina Water's Code of Conduct, EEO and Respect at Work Management Procedure. Practice work health and safety and demonstrate a commitment to Riverina Water's Enterprise Risk Management Framework.

### **SELECTION CRITERIA**

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

<b><i>Essential</i></b>
Proven experience in designing and delivering learning and development initiatives, particularly those that support the use of digital systems and workplace processes to build organisational capability.
Strong communication and interpersonal skills, with a demonstrated ability to collaborate effectively with cross-functional teams and subject matter experts.
Experience in organisational knowledge management, including capturing, curating, and sharing critical business knowledge to support consistency and operational efficiency.
Confidence using a range of learning technologies, such as online learning platforms, collaboration tools, and data/reporting systems.
Highly developed organisational skills, with a track record of successfully planning, coordinating, and delivering learning activities within set timeframes.
Excellent problem-solving skills, with the ability to identify learning needs or capability gaps and recommend practical, fit-for-purpose solutions.
<b><i>Desirable</i></b>
Experience working in or with the public sector, local government, or similar regulated environments, with an understanding of relevant policies, procedures, and compliance requirements.

# 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 principal 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 contains a population of approximately 67,000 people. An estimated 60,000 people are provided with water through some 26,500 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 Juneec.

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

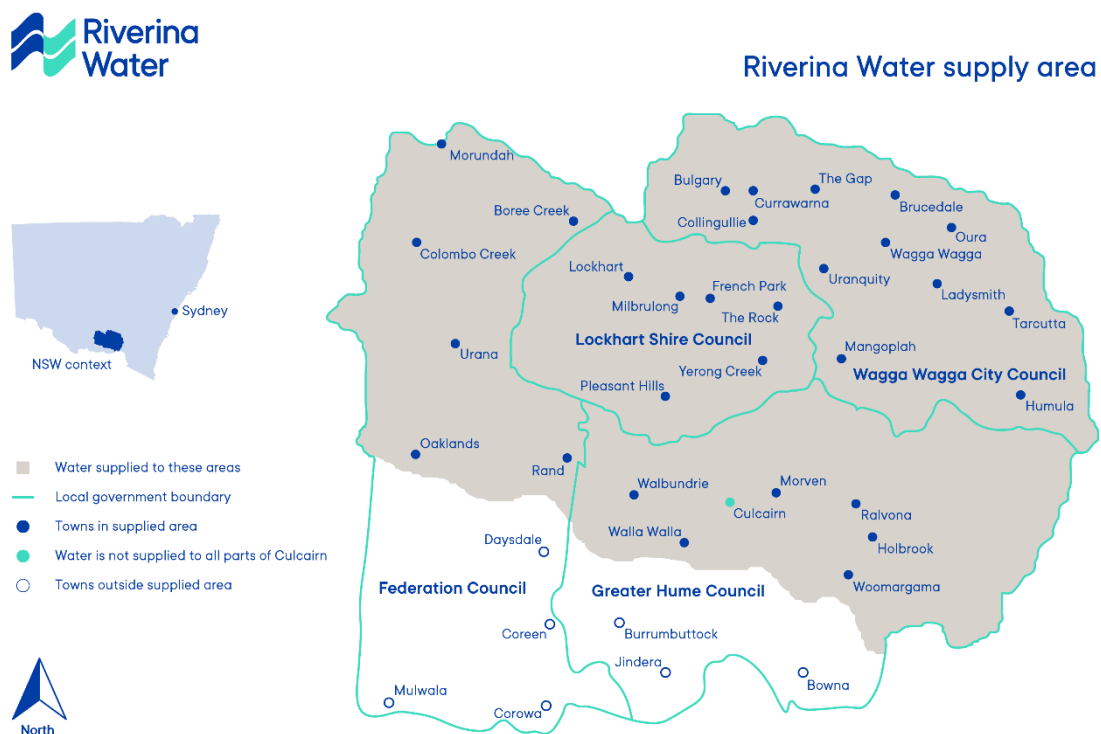
## Structure

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.

You can meet Riverina Water's Executive Leadership Team on our website.

Information on our function, activities etc can be found at [rwcc.nsw.gov.au](http://rwcc.nsw.gov.au).



# Organisational Structure

