

Position Description

Position	Project Support Officer
Employment	Part time 0.6 FTE
Location	Level 4, 99 William Street, Melbourne
Reports to	Chief Operating Officer

Company overview

VicWater is Victoria's peak industry association representing Victoria's 18 water corporations and related organisations. VicWater's purpose is to unite the water sector to deliver better outcomes for Victorian customers, community and the environment.

VicWater's 2023-2028 Strategy identifies four strategic priorities:

- Advocate to influence the regulatory environment
- Facilitate sector collaboration
- Advance member capability and performance
- Promote Victoria's water sector.

VicWater runs a number of member programs, including:

- Intelligent Water Networks (IWN) – drives the exploration and adoption of innovative thinking and technologies.
- WaterAble – a network of people with disability and their allies in the Australian water industry.

VicWater is a not-for-profit organisation governed by a board of directors from its membership.

Position Overview

The Project Support Officer plays a vital role in delivering flexible, skills-based support across VicWater's programs and initiatives including IWN and WaterAble. This position is designed to respond agilely to evolving business priorities, ensuring the effective delivery of member-focused programs and projects.

Working under general supervision, the role provides essential technical, project and event support, while also contributing to broader business operations and secretariat functions. By enabling the smooth execution of collaborative and member-led initiatives, the Project Support Officer helps drive meaningful outcomes for the Victorian water sector.

NOTE: VicWater supports flexible work arrangements, including working from home as approved by the CEO. There is an expectation that all employees attend the office at least one day per week to participate in staff meetings and other team activities.

Responsibilities

- Provide general project support and technical assistance for VicWater programs (including but not limited to IWN and WaterAble)
 - Assist in the coordination of in-person and online events, member visits and road shows
 - Provide support to program managers for regular updates and reporting
 - Provide technical support for program initiatives as required (e.g. Microsoft Teams group setup, SharePoint file management)
 - Maintain and update program websites and content platforms under guidance
 - Provide secretariat support as directed (e.g. scheduling meetings, distributing agenda papers, taking meeting minutes).
- Provide support for organisational document and database management, assisting with compliance and archiving as directed.
- Assist with member communications as directed.
- Actively contribute to a collaborative, flexible, and respectful organisational culture.
- Perform other reasonable duties as directed by supervisors within skillset.

Selection Criteria

- Demonstrated agility in supporting diverse activities.
- Strong time management and organisational abilities.
- Strong communication and stakeholder engagement skills.
- Capacity to work independently with general supervision and collaboratively as part of a team.
- Proficiency with Microsoft 365, Microsoft Teams and SharePoint is essential.
- Commitment to continuous improvement and flexibility in responding to evolving business needs.