

Position Description

Position title:	Stakeholder Engagement Specialist
Reports to:	Head of Media and Stakeholder Engagement
Business unit:	Corporate Affairs, Customer and Strategy Group
Employment category:	Contract (Employment Agreement)

About United Energy

As an electricity distribution company we provide safe, reliable and affordable power to 700,000 Victorians in Melbourne's east and south eastern suburbs and the Mornington Peninsula using our network of poles, wires and infrastructure to bring power to homes and businesses across our service territory — that's more than 13,000 kilometres of wires and 200,000 poles.

But we do so much more than manage poles and wires. We're also the gateway to a clean energy future, dedicated to finding solutions and harnessing new technology to benefit our customers, communities and the environment. This includes industry leading projects in community batteries, demand management, smart charging for electric vehicles (EVs) and microgrids.

And as more customers choose solar, batteries, EVs and smart appliances — the electricity system is becoming increasingly complex, and so too is the level of innovation required to manage it. That's where you come in.

About the Corporate Affairs, Strategy and Customer Group team you'll be part of

The Corporate Affairs, Customer and Strategy Group team collaboratively support the key programs of work underpinning our organisational vision and priorities. The team specialise in delivering strategic initiatives and operational improvements that enhance our customer experience, drive stakeholder engagement and uphold the reputation of our three distribution networks through a diverse range of functions including customer connections and service, internal and external communications, stakeholder management, media relations, marketing, brand, digital innovation, change management.

Our core values



Live safely



Improve our business



Be customer and community minded



Be the best you can be



Succeed together

Purpose of the position

This role partners with project managers and field-based teams to ensure stakeholder needs are fully considered in planning for all project and program implementation and addressed through best practice approaches to stakeholder engagement.

On a daily basis, the role is embedded within the United Energy Major Projects and Field Services team and has a secondary reporting line to the Field Services Operations Manager.

The success of the position is demonstrated through customer and community satisfaction with their UE experience and the effective management of project related risks.

Your key responsibilities

Stakeholder engagement planning and execution

- Provide high standards of stakeholder engagement advice and delivery to three operational teams within UE: Major Projects, Maintenance and Field Services Operations.
- Execute stakeholder engagement plans in line with our Stakeholder Engagement Procedure and involving action at all stages of the IAP2 spectrum. This is part of our internationally certified, Integrated Network Management System and recognises the importance of ensuring all asset management, at every stage of the asset lifecycle, must be designed to meet the needs and wants of a diverse range of stakeholders including customers.
- Integrate stakeholder engagement advice and insights including from lessons learnt reviews into projects to inform the scope of works from early development and project initiation, through to design, construction, delivery and close out.

Communication services

- Copywrite and produce a regular newsletter for the Major Projects and Maintenance team to support the development of a high-performance culture.
- Copywrite communications for publication on owned channels including our intranet and social media, to profile excellence and achievements of the teams.
- Engage and collaborate with other functions within the Corporate Affairs team as required to support an integrated communication approach for all major projects. This includes media relations, government relations, marketing and communication.

Customer and community champion

- Ensure compliance with critical stakeholder requirements including cultural heritage management, First Peoples' engagement and environmental management.
- Coordinate with key service delivery partners and contractors to ensure project-based stakeholder engagement meets standards required under the United Energy Stakeholder Engagement Procedure and Customer Strategy.
- Contribute to internal customer related improvement initiatives and training and development regarding stakeholder engagement to build awareness and understanding of best practice and customer and stakeholder expectations.

Strategic relationship management

- Manage an annual program of engagement with local governments within the United Energy region to ensure strong, effective working relationships.
- Coordinate with external stakeholders on innovations and initiatives impacting on the United Energy network such as public art planning.

What you'll bring to the business

Education / Qualifications:

- Tertiary qualifications preferred.
- Certification in IAP2 desirable.

Knowledge:

- High standard of communication skills in relation to written and verbal communication, interpersonal engagement and negotiation.
- Comprehensive, practical understanding of the International Association of Public Participation IAP2 Spectrum for best practice stakeholder engagement (desirable)

Experience:

- Demonstrated experience in delivering effective stakeholder engagement to support infrastructure development in areas such as regulated utilities (water, gas, electricity), construction or major project environments.
- Evidence of ability to collaborate as part of a multi-disciplined project-based team.
- Success in executing integrated communication programs in support of project objectives to meet stakeholder needs and reduce risk.

The skills and competencies you'll have

'Thought' competencies

1. Balances stakeholders: Anticipating and balancing the needs of multiple stakeholders
2. Customer focus: Building strong customer relationships and delivering customer-centric solutions
3. Decision Quality: Considers various points and uses good judgement to make decisions and recommendations, knowing when to act or escalate

'Result' competencies

1. Plans and aligns: Planning and prioritising work to meet commitments aligned with organisational goals
2. Ensures accountability: Holding self and others accountable to meet commitments
3. Action oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm

'People' competencies

1. Communicates effectively: Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences
2. Interpersonal savvy: Relating openly and comfortably with diverse groups of people
3. Builds networks: Effectively building formal and informal relationship networks inside and outside the organisation

'Self' competencies

1. Instils trust: Gaining the confidence and trust of others through honesty, integrity, and authenticity
2. Demonstrates self-awareness: Using a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses
3. Courage: Stepping up to address difficult issues, saying what needs to be said

Other relevant information

- Role will be based in the Glen Waverley office and depot full time.
- Travel to Market Street Melbourne will be required on a regular basis for engagement with the Corporate Affairs team
- Travel to project sites and other work locations will be required. Company pool vehicles may be booked for these purposes subject to availability.
- Availability duty will be required in case of escalation events on the network (such as extreme weather events causing widespread power outages.)