

Delivering trusted water services for a sustainable and healthy South Australia

Position title	Manager Key Stakeholder Relations		
Business group	Customer, Community and Engagement	People leader	Senior Manager Engagement and Strategic Relations
Business unit	Engagement and Strategic Relations	Direct report(s)	Key Stakeholder Relations Adviser

Purpose

Lead the Key Stakeholder Relations team to develop and implement strategies that strengthen relationships with key stakeholders and regulators, supporting SA Water's strategic objectives.

Our Values



We value our people

I can bring my whole self to work. My opinions matter. We value each other. We act safely.



We do work that matters

We are purposeful. We care for our environment. Everyone contributes.



We keep it real

We do the right thing. We keep each other safe. We look out for each other.



Our work has impact

We are proud to deliver for our customers and communities. We make every dollar count.



We are future focused

We look ahead. We embrace change. We are resilient.

Key accountabilities

Success in this role will be evaluated on the following key accountabilities:

Key accountabilities	Accountability details
Stakeholder Engagement	<ul style="list-style-type: none"> Build and influence relationships with external stakeholders and regulators to support strategic outcomes. Support SA Water's regulatory program and foster transparent, collaborative partnerships. Maintain strong visibility across government and industry to advocate for proactive engagement throughout planning and delivery of projects and initiatives.
Strategic Leadership	<ul style="list-style-type: none"> Lead and embed the Stakeholder Engagement Framework and best-practice strategies to mitigate risk and drive improvement. Advise senior leaders on engagement priorities, risks, and opportunities, risks, and drive continuous improvement. Provide expert advice to senior leaders on stakeholder engagement priorities, risks, and opportunities—both short- and long-term. Monitor emerging trends and policy developments to position SA Water as a leader in engagement and public participation.

	<ul style="list-style-type: none"> Communicate strategic updates to the Executive and broader business, highlighting key relationships and future opportunities.
Team Leadership and Culture	<ul style="list-style-type: none"> Lead the Key Stakeholder Relations function, ensuring collaboration, high-quality outcomes, and alignment with SA Water's brand and values. Support and develop the Stakeholder Relations Coordinator through coaching and performance feedback. Foster a culture of inclusion, service excellence, and continuous improvement.
Safety First	<ul style="list-style-type: none"> Model and promote a safety-first culture by adhering to the WHS policies and procedures and maintain personal wellbeing and fitness for duty.

Skills, knowledge, experience, behaviours, and attitudes

Key selection criteria:

Specialist skills/knowledge, qualifications, licences and/or tickets, and/or equivalent experience, attitudes and/or behaviours critical to the success of this role	Essential/Desirable
Proven experience in leading teams, mentoring and managing team performance	Essential
Deep understanding of best practice stakeholder engagement techniques and standards	Essential
Advanced level of emotional intelligence and judgement, with the ability to read emotional cues, respond with empathy, and adapt approach to suit diverse stakeholder needs.	Essential
Strong relationship-building and influencing skills across all stakeholder groups	Essential
Excellent written and verbal communication, with strong interpersonal skills	Essential
Ability to manage multiple deadlines under pressure with minimal supervision	Essential
Strategic foresight and proactive problem-solving capabilities	Essential
Relevant tertiary qualifications in communications, political science, law, business or similar qualifications or equivalent experience engaging with senior stakeholders	Essential

Key stakeholder relationships

Stakeholder relationships critical to the success of this role:

- Senior Leadership and relevant business unit managers
- ESCOSA and other regulators
- Industry Groups and peak bodies
- Local Government Association of SA
- Local Councils across South Australia
- State government agencies

Special conditions

- Flexible hours and some after hours as required.
- To ensure your safety in performing the inherent requirements of the role, you will be required to undergo initial and subsequent medical clearances in addition to some immunisations as relevant to your position.
- Depending on the role you will be required to undergo initial and/or subsequent clearance checks to ensure your ongoing suitability for the role. These may include a criminal police check, traffic check, Working with Children and/or Working with Vulnerable People checks.
- Maintain the integrity of the Corporate Compliance Framework by adhering to all organisational and legal obligations. These include, but are not limited to, Legislation, Regulations, Codes of Practice, Licences, Policies, Processes, and Work Instructions – for example this includes the Work Health and Safety Act 2012 and its Regulations, the Code of Ethics for the South Australian Public Sector, our Fair Treatment, Anti-Discrimination and Harassment procedure and Ethical Standards procedures and the State Records Act 1997.

The Position Description outlines what the requirements of the role are. The behaviours you demonstrate are equally as important, and form part of the inherent requirements of the role.