



Gippsland
Water

Join our team

Land Development Officer
Full time permanent

Position Description



About us

We provide services to more than 69,000 households and businesses across 43 towns, comprising a diverse, complex, and geographically dispersed asset base, with over 375 team members across eight departments.



So why choose us?

We exist to deliver reliable, high-quality water, wastewater and waste recovery services to ensure the economy and liveability of the central Gippsland region.

Our region is diverse which presents many challenges, and we play an important role in its ongoing stability and transition.

We're continuing to focus on:

- maintaining quality water and wastewater services for our customers at an affordable price
- our sustainable future and the future of the region, and
- the role we play in the future.

Our people

Our strategic priorities provide the direction and insight into how we will deliver on our vision, highlighting that our people play an integral role in our ability to achieve successful outcomes for our customers and the community.

We're committed to building a diverse and inclusive workplace and strongly encourage applications from experienced women and men, people with disabilities, LGBTIQ+, ATSI, culturally and ethnically diverse candidates to best represent and engage with communities we live and work in.

Our achievements

With a clear strategy, strong leadership and driving accountability in a consistent way across the business we've been able to drive a positive and constructive culture shift, and a sustained increase to employee engagement.

Our values

We take pride in partnering with the community in providing quality water and waste services so we can enjoy a healthy and sustainable Gippsland for generations to come.

Our values are:

- Safety and wellbeing
- Customer focussed
- Innovation
- Accountability
- Collaboration
- Integrity & Respect

What we have to offer

We are growing, innovative and committed to ensuring that Gippsland Water remains a great place to work. We do this by offering a flexible and stimulating workplace and investing in our people to enable us to adapt to the changing needs of our region.

But that's not all - it's also about freedom. We support our people to achieve their potential by providing the freedom to learn, explore and be true to their passion.

Interested to find out more?

For more information about our career opportunities and what we can offer you, please visit www.gippswater.com.au/careers



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POSITION DESCRIPTION

Land Development Officer

Date reviewed: September 2026



POSITION DETAILS

Position Title	Land Development Officer
Department	Commercial Business
Reports to	Team Leader Land Development/ Team Leader Property Development
Direct Reports	Nil
Location	Traralgon
Employment Type	Full-time
Band	2

PURPOSE OF THE ROLE

Support the delivery of reliable water and wastewater services to the Gippsland community by providing specialist advice and administration relating to land development, property connections, metering and property transactions. The role ensures development and property-related requests are assessed accurately and consistently, enabling compliant growth, protection of Gippsland Water assets and positive customer outcomes.

KEY RESPONSIBILITIES

The role is responsible for the following core accountabilities:

- Provide technical assessment and advice on planning referrals, developer works applications, property connections and metering requirements to ensure compliance with relevant legislation, standards, policies and organisational requirements.
- Manage property-related enquiries from customers, developers, solicitors, conveyancers, plumbers, builders and other stakeholders, ensuring accurate information is provided and customer issues are resolved in a timely and professional manner.
- Review, calculate and apply infrastructure, connection and metering charges in accordance with approved frameworks, supporting financial sustainability and the protection of Gippsland Water assets.
- Prepare and process property information statements, land ownership transactions, acquisitions and disposals, ensuring accuracy, compliance and effective record management.
- Maintain the integrity of customer, property and billing information within



corporate systems by ensuring records are accurate, complete and updated in accordance with organisational requirements.

- Build and maintain productive relationships with internal and external stakeholders to support effective coordination of land development activities and positive customer outcomes.
- Identify opportunities to improve systems, processes and service delivery within Property Services and contribute to initiatives that enhance efficiency, customer experience and operational effectiveness.
- Manage operational risks within areas of responsibility and ensure activities are undertaken in accordance with relevant safety, environmental, regulatory and organisational requirements.

SKILLS, KNOWLEDGE AND EXPERIENCE

Essential

- Demonstrated ability to interpret and apply policies, procedures, legislation and technical standards within a regulated environment.
- Ability to analyse technical information and assess development, connection and metering applications.
- Strong customer service and stakeholder relationship management skills.
- Demonstrated ability to resolve customer enquiries and complaints professionally and effectively.
- Well-developed verbal and written communication skills.
- Ability to prioritise competing demands and manage workloads within tight timeframes.
- Experience using business and technical information systems.
- Ability to establish productive working relationships with internal and external stakeholders.
- Sound problem-solving, judgement and decision-making skills.

Desirable

- Experience in property development, land development, water and wastewater connections, metering or a related technical environment.
- Experience within the plumbing, construction, civil infrastructure or building industry.
- Experience working within a utility, local government or other regulated service environment.
- Experience in conflict resolution and stakeholder negotiations.



QUALIFICATIONS AND MANDATORY REQUIREMENTS

Essential

- Demonstrated capability to perform the technical requirements of the role.

Desirable

- Qualification in administration, technical, civil design, construction or a related discipline.

Mandatory requirements

- Police check
- Current Victorian Driver Licence.

HOW PERFORMANCE IS MEASURED

Performance in this role is assessed through:

- Delivery of accurate and timely responses to development, connection and property-related enquiries.
- Quality and accuracy of technical assessments and information provided.
- Effective management of customer and stakeholder relationships.
- Compliance with relevant legislation, standards, policies and procedures.
- Accuracy and integrity of property, customer and billing information.
- Contribution to continuous improvement initiatives and team outcomes.
- Achievement of agreed service delivery outcomes and timeframes



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