

POSITION DESCRIPTION	
Title:	Community Engagement Officer
Group:	Community Connections
Reports to:	Team Leader Communications and Engagement
Grade:	15
Position Allowances:	Nil
Hours:	35 hours per week (some evening and weekend work may be required)
Number of Direct Reports:	Nil
Number of Indirect Reports:	Nil
Vehicle:	No
Position Code:	75102, 75112
Pre-placement Medical:	Not required
National Police History Check:	Not required
WWCC Check:	Not required
Date Developed:	
Date Reviewed:	April 2021
Position Purpose	
<p>To coordinate the strategic delivery of community engagement activities and create a positive and informed relationship with the community. To be proactive in the effective delivery of Council's Communications and Engagement Strategy and priorities.</p>	
Qualifications and Experience	
<i>(Minimum required/essential for success in the job)</i>	
<p><u>Essential:</u></p> <ul style="list-style-type: none"> • Relevant tertiary qualifications and/or considerable experience in a communications or community engagement role. • Experience in the development and delivery of community engagement plans and activities. • Understanding of community engagement principles. • Experience in the delivery of public events and activities. • Excellent written and verbal communications skills. 	

- Self-motivated, enthusiastic and energetic, ability to operate successfully with little supervision.
- Demonstrated excellence in liaising with people across all levels of a large organisation and the general public.
- Experience in online engagement platforms.
- Flexible approach to working hours (some evening and weekend work may be required).
- Computer skills, including experience with Microsoft Office programs.
- Experience in using a quality management system or other business improvement initiatives.
- Current Class C Driver's Licence.

Desirable:

- Experience in overseeing volunteers and suppliers.
- Knowledge of Local Government structure and operations.
- Completed IAP2 Community Engagement Certificate.

Main Activities/Tasks

Council operates on the principle of existing to provide benefits for our Community, Councillors, Customers and the Council itself – we call these the 4C's. This position is required to do everything they can to identify, develop, resource, provide, support and measure benefits to the 4C's.

Effective Engagement

- Coordinate the strategic development and delivery of Council's community engagement activities.
- Coordinate and maintain Council's online Engagement Portal including overseeing project set up, user moderation and membership.
- Produce comprehensive evaluation reports for Council's engagement projects.
- Liaise with Council staff, residents, agencies, community groups, state departments, businesses and other relevant organisations to identify and support community engagement activities.
- Plan, organise and manage a range of initiatives to reflect and promote community priorities across the LGA.
- Deliver a range of community engagement tools and techniques in line with Council's Community Engagement Toolkit.
- Develop, implement and maintain appropriate systems and procedures for project planning, communication, monitoring and evaluation of initiatives.

Effective Communication

- Provide advice and support for a wide range of communications activities including social media, digital media (including Council's website), communications planning, advertising and production of promotional material.

- Supervision of volunteers and contractors during community engagement activities and/or events.
- Develop and implement draft policies and procedures for the team.

Customer Service and Partnerships

- Provide exceptional and appropriate customer service to our customers and community in a prompt and pleasant manner.
- Work closely with the team to ensure a consistent approach to all communication and engagement activities.
- Build and maintain strong relationships across Council to support the successful delivery of engagement initiatives and projects and improve outcomes.
- Promote and champion community engagement and place activation at Council, to the community, management and staff.
- Perform other duties consistent with the requirements of the position.

Leadership

- Contribute to developing organisational capacity to embrace and deliver best practice community engagement and communications.
- Assist in the management of Council's reputation through strategic and considered engagement initiatives.
- Assist in exploring a range of creative alternatives to the continual improvement of services, systems and processes for engagement across Council.
- Contribute to strategic and operational planning as a key member of the Community Engagement and Activation team.
- Provide strategic support and considered advice to the Manager, senior management and staff on engagement and communication.
- Be a role model for customer-focused service, participating in outreach and community engagement, event and cultural activities, as required.

Professional development

- Stay engaged with communication and engagement networks and industry developments to stimulate innovation, keep abreast of best practice in engagement initiatives.
- Take advantage of professional development opportunities to maintain currency of professional expertise.

Planning and Reporting

- Provide clear and concise written reports to Council, senior management and executive as required.
- Undertake regular performance and statistical reporting in accordance with the requirements for Integrated Planning and Reporting, Fit for the Future and grant requirements.
- Participate actively in community consultation and engagement in line with Council's Community Strategic Plan, Communications Plan and Community Engagement Policy Support and promote the integrity and reputation of Council.
- Apply and demonstrate the values of Council across all aspects of work.
- Ensure compliance with all Council policies and procedures and relevant legislation.

Work Health & Safety

- Required to take reasonable care of self and others in the workplace.
- Cooperate with all health and safety policies and procedures agreed to by management and staff.
- Report any unsafe conditions that are identified.
- Not bypass or misuse systems or equipment provided for WH&S purposes.
- Must participate in WH&S training as required and contribute to the identification of hazards and assessment of risks as required.

Accountability and Behaviours

- To ensure that they are accountable for their behaviours in the delivery of their duties noted in the position and other functions relating to their role.
- Follow Council policies and procedures.
- Work collaboratively within the team and across Council towards common goals.
- Develop and maintain positive and effective professional working relationships with community and customers.
- Contribute to a positive organisational culture.
- Continuous improvement – evaluate current activities and continuously look for ways to improve quality, effectiveness and efficiency.

Organisational Values

- Apply and demonstrate Council's Core Values of Collaboration, Accountability, Integrity, Respect and Sustainability.
- Apply and demonstrate the four principles that together form the focus of the organisation, namely the 4C's: Community, Councillors, Customer and Council.