

Position Title	Community Engagement Officer
Department	City Future
Unit	City Business & Engagement
Team	Community Engagement
Supervises	Nil
Reports To	Team Leader Community Engagement
Grade	G
Date Prepared	1/10/2019
Date Last Updated	7/08/2024

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

Primary purpose of position

The position facilitates community engagement with local residents, businesses and other key stakeholders in the City of Canterbury Bankstown to enable community participation and influence on Council projects, plans and strategies.

It is responsible for designing and implementing community engagement projects across the whole engagement cycle (e.g. developing effective, accessible and inclusive consultation strategies; risk management, data analysis, reporting and information management).

Accountabilities

- Develop and implement engagement strategies and their component initiatives (e.g. surveys, workshops, pop ups, community panels, promotional materials) for projects across Council's business units, to facilitate community participation.
- Support and assist the management of Council's Have Your Say engagement portal, managing website content and online engagement activities.
- Present information to relevant groups, businesses, schools, other community stakeholders and Council to gather feedback and educate about Council's engagement and broader functions, as well as representing Council at external forums, working groups etc as required.
- Design and implement initiatives to strengthen Council's community engagement, internally (e.g. education and promotion of community engagement) and externally (e.g. strategies to increase community reach and participation), in collaboration with the Team Leader Community Engagement.
- Participate in face-to-face engagement activities, events and other projects across the City Business and Engagement Unit, including availability to work on weekends and weeknights.
- Undertake Acting Team Leader Community Engagement duties as and when required as well as other duties as needed across the City Business and Engagement Unit.

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Technical/ Professional Specialist

Capability Group	Capability Name	Level
 Personal Character	Lead Self	Advanced
	Display Resilience	Adept
	Act with Integrity	Advanced
	Safety and Accountability	Advanced
 Relationships	Communicate and Engage	Advanced
	Customer and Community Focus	Advanced
	Work Collaboratively	Advanced
	Influence and Negotiate	Advanced
 Results	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Innovate and Improve	Advanced
	Deliver Results	Advanced
 Resources	Finance	Adept
	Assets and Tools	Advanced
	Technology and Information	Advanced
	Procurement and Contracts	Adept
 People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Lead Self	Advanced	<ul style="list-style-type: none"> • Demonstrates motivation to serve the community and organisation • Initiates team activity on organisation/unit projects, issues and opportunities • Seeks and accepts challenging assignments and other development opportunities • Seeks feedback broadly and asks others for help with own development areas • Translates negative feedback into an opportunity to improve
Relationships		
Communicate and Engage	Advanced	<ul style="list-style-type: none"> • Presents with credibility and engages varied audiences • Translates complex information concisely for diverse audiences • Creates opportunities for others to contribute to discussion and debate • Demonstrates active listening skills, using techniques that contribute to a deeper understanding • Is attuned to the needs of diverse audiences, adjusting style and approach flexibly • Prepares (or coordinates preparation of) high impact written documents and presentations
Relationships		
Customer and Community Focus	Advanced	<ul style="list-style-type: none"> • Demonstrates a thorough understanding of the interests, needs and diversity in the community • Promotes a culture of quality customer service • Initiates and develops partnerships with customers and the community to define and evaluate service outcomes • Ensures that the customer is at the heart of business process design

		<ul style="list-style-type: none"> • Makes improvements to management systems, processes and practices to improve service delivery • Works towards social, environmental and economic sustainability in the
Results		
Plan and Prioritise	Advanced	<ul style="list-style-type: none"> • Ensures business plans and priorities are in line with organisational objectives • Uses historical context to inform business plans and mitigate risks • Anticipates and assesses shifts in the environment and ensures contingency plans are in place • Ensures that program risks are managed and strategies are in place to respond to variance • Implements systems for monitoring and evaluating effective program and project management

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the Chief Executive Officer.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

Qualifications and Experience

Essential Qualifications

- Tertiary qualifications (University Degree) in Communications, Community Development, Public Relations or equivalent.
- C Class Drivers Licence.

Essential Experience

- Minimum of 2 years experience in community engagement, including dealing directly with community and other stakeholders and writing engagement plans and reports.
- Experience in and demonstrated understanding of emerging and traditional engagement
- Demonstrated knowledge and experience in leading engagement workshops, community panels
- Extensive knowledge and experience in analysing engagement data and monitoring and evaluating
- Well-developed written and verbal communication skills as evidenced by experience in writing high-quality, professional engagement plans, reports and promotional materials (e.g. website content,
- Demonstrated ability to exercise high levels of autonomy, while at the same time working
- Extensive knowledge and understanding of how to manage conflicts and contentious issues, including the capacity to negotiate, de-escalate situations and gain trust.
- Demonstrated ability to build and maintain effective, outcomes focused working relationships across all levels of an organisation as well as with external stakeholders, including community

Desirable Qualifications and or Experience

- IAP2 Australasia Certificate of Engagement.
- Ability to drive a manual car.
- Cultural sensitivity and an understanding of the unique engagement challenges that need to be
- Demonstrated experience in working with culturally and linguistically diverse communities.
- Experience in working in local government.
- Knowledge and experience in using online engagement platforms and web content management
- Knowledge and experience in using the Adobe Creative Suite.
- Ability to use email platforms.
- Ability in HTML and uploading and designing online content.

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>