

 PORT STEPHENS COUNCIL	<div> <div> Position Title: Community Engagement Officer Section: Communications & Engagement Salary Point: 14 </div> <div> Position Description Position No: PSC772 </div> </div>
Position Objectives	The Community Engagement Officer assists in the successful development and delivery of community engagement plans, programs and activities within the Communications & Engagement Unit of Council.
Key Responsibilities	<p>This role is responsible for the provision of professional service in the areas of:</p> <ul style="list-style-type: none"> • Provide support to the Communications and Engagement Coordinator and Community Engagement Team Leader in implementing the Communication and Engagement Strategy. • Lead the development of Community Engagement and Communications plans to inform, involve and educate the community on specific projects and programs delivered by the organisation. • Develop, deliver and facilitate engagement tools and activities including online surveys, workshops and information sessions and other innovative methods. • Develop communications tools to support engagement projects including, but not limited to, newsletters, web pages, posters, flyers and content for media channels. • Provide analysis and reporting on engagement projects in the form of council reports and engagement reports to the wider community. • Support the development and management of the Community Engagement Framework including tools, templates and guidelines for staff • Support the management of partnerships between Council and community members, local community groups, government bodies and/or specific organisations to assist in the delivery of community engagement programs across the Port Stephens local government area. • Support the development of a culture of genuine community engagement to inform decision making • Assist in the provision of training, advice and support of Council staff undertaking projects that impact the community and key stakeholders • Support the Community Engagement Team Leader to build community engagement capability within the organisation and across community groups. • Assist with the development and maintenance of databases for ongoing use in community engagement. • Assist in the development and implementation of evaluation and feedback strategies to assist Council improve the quality of service provided. • Keep abreast of new approaches and innovation for community engagement
Key Accountabilities	Provide specialised technical service in the completion of work and/or projects which have elements of complexity.
Extent of Authority	As defined in Port Stephens Council's Delegations Register. Decisions are generally made within the scope of established procedures and guidelines.
Judgement & Decision Making	Tasks performed in consultation with the unit coordinator. Problem resolution within existing organisational or professional knowledge and experience.
Skills, Knowledge & Capacity	Organisational <ul style="list-style-type: none"> • Demonstrated commitment to a customer service culture and delivery of quality service.

	<ul style="list-style-type: none"> • Understanding and demonstrated commitment to Council's Australian Business Excellence Framework. • Conduct that demonstrates to others Council's commitment to Respect, Integrity, Teamwork, Excellence and Safety. <p>Interpersonal</p> <ul style="list-style-type: none"> • Demonstrated organisational and time management skills in a high volume work environment. • Demonstrated ability to be self-directed, working both independently and collaboratively as part of a multi-skilled team. • Willingness and commitment to work flexible hours (i.e. evenings and weekends where required). • Demonstrated excellent written and verbal communication skills. <p>Qualifications and Experience</p> <ul style="list-style-type: none"> • Relevant tertiary qualifications in social/behavioural sciences and/or significant professional experience in community engagement • Demonstrated knowledge, skills and experience in contemporary community engagement strategies. • Demonstrated skills in negotiation, problem solving and conflict resolution to enable effective liaison with people in Council and the community. • Demonstrated experience working with community groups and organisations. • Demonstrated competence using Microsoft Office applications. • Current drivers licence. • General awareness of community planning and development principles. 			
Capabilities (Adept)	Capability Group	Capability	Capability Group	Capability
	Personal Attributes	Manage Self	Results	Plan and Prioritise
		Displays Resilience and Adaptability		Think and Solve Problems
		Act with Integrity		Create and Innovate
		Demonstrate Accountability		Deliver Results
	Relationships	Communicate and Engage	Resources	Finance
		Community and Customer Focus		Assets and Tools
		Work Collaboratively		Technology and Information
		Influence and Negotiate		Procurement and Contracts

POSITION DESCRIPTION APPROVED

Employee _____ Date _____