

## POSITION DESCRIPTION

POSITION TITLE	Community Engagement Officer
DIRECTORATE - SECTION	Community Engagement – Customer & Public Relations
LEVEL - EBA	5 - Salaried
RESPONSIBLE TO	Manager Customer & Public Relations

### OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

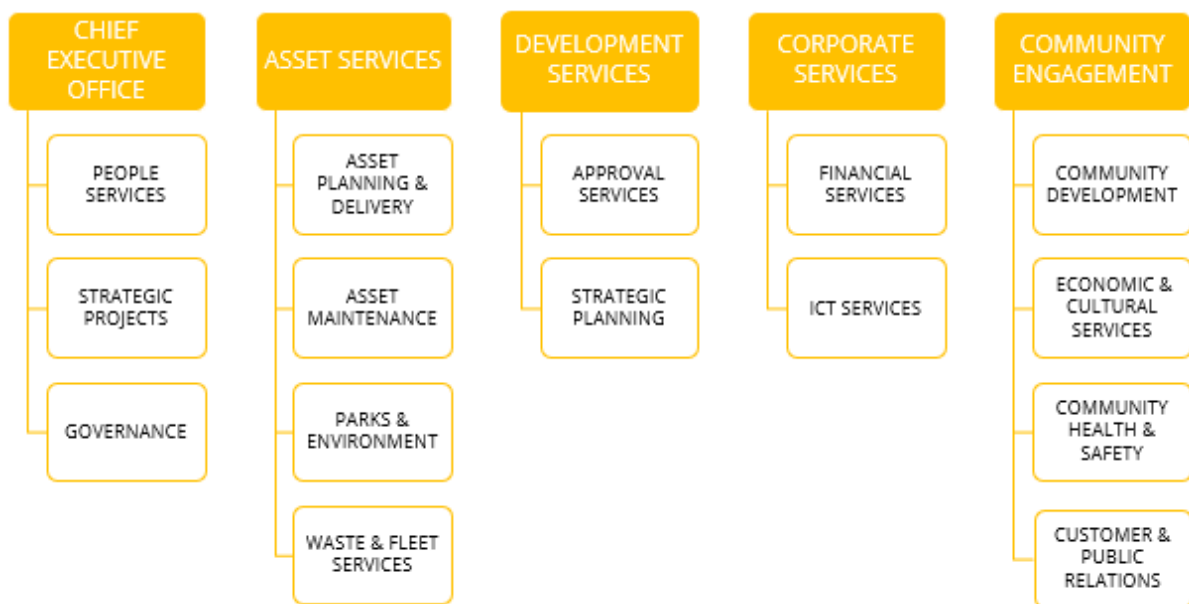
### OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

### OUR VALUES

- SERVICE** Provide excellent customer service at all times, through effective listening and understanding, in order to go beyond the commonplace when we serve others.
- PROFESSIONALISM** Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.
- QUALITY** Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

## ORGANISATIONAL STRUCTURE & FUNCTIONS



## THE OVERALL OBJECTIVE OF THIS POSITION

This position will deliver the actions within the adopted Community Engagement Strategy to provide support to the organisation as it increases its skills and experience in designing and delivering highly effective community engagement practices.

Working within the Customer and Public Relations Business Unit, the role will provide an advisory service to City staff with the engagement aspects of their projects, building wide understanding and practices in community engagement planning and assist with delivery of community engagement activities and initiatives.

## KEY RESULT AREAS

### TEAM EFFECTIVENESS

- Display proactive, professional and clear communication, both written and verbal.
- Constructively participate in team discussions and information sessions, communicating effectively within the team and cross functional teams .
- Proactively identify, respond to and escalate potential issues.
- Work effectively within a team of staff with the range of competencies and skills necessary for the evolving requirements in this rapidly developing field.
- Adhere to internal policies and processes.

### DISPLAY PROFESSIONAL AND PROFICIENT TECHNICAL ABILITY

- Maintain good exposure to industry standards and innovations.
- Provide high level advice and support to internal business units and project teams.
- Produce high quality content relating to community engagement and City projects to achieve strategic objectives.
- Develop innovative and contemporary ways of engaging with the community through a variety of techniques and research methods.
- Enhance the City's reputation and brand through development and implementation of effective engagement strategies, activities and materials.
- Regularly monitor industry news, online support forums and legislative changes related to community engagement, to keep abreast of potential issues and opportunities.

### WORKPLACE HEALTH AND SAFETY

- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply, so far as they are reasonably able, with any reasonable instruction given by the City to allow the City to comply with WHS laws.
- Cooperate with any reasonable policy or procedure of the City relating to health or safety at the workplace.

### WORKPLACE COMPETENCY

Uphold the City's values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

## TRAINING/QUALIFICATION(S)

- Relevant tertiary qualifications (Bachelor of Communications or Public Relations) completion of International Association of Public Participation (iap2) training modules or certificate and/or relevant work experience.
- Graphic Design Qualifications. (Desirable)
- Working with Children Check
- National Police Check

## ESSENTIAL KNOWLEDGE/SKILLS CRITERIA

- Ability to maintain and foster positive communication and engagement processes throughout the organisation.
- Ability to identify potential risks and challenges with engagement methodologies and recommend alternate approaches.
- Evaluate engagement and communication plans, analysing data collected during engagement activities and produce high quality reports.
- Effective consultation with internal stakeholders to determine business and project consultation needs to achieve best practice community engagement outcomes.
- Ensure consistently high standards of communication and customer service are delivered at all times.
- Highly developed written, verbal and interpersonal skills.
- Strong copy writing skills.
- Highly developed skills in the use of MS Office (Word, Excel, PowerPoint, Publisher).
- Experience in maintaining online engagement platform software is desirable.

## DESIRABLE KNOWLEDGE/SKILLS CRITERIA

- Ability to coordinate a range of tasks both concurrently and logically in order to achieve objectives.
- Ability to develop and maintain relevant templates and quality assessment tools.
- Identifying, prioritising, monitoring and achieving key performance indicators; including contributing to performance measures to monitor the achievement of section objectives.
- Highly developed organisational skills, proven ability to effectively prioritise multiple projects and achieve set outcomes.
- Utilisation of Adobe Creative Cloud, InDesign, Photoshop.

## SELECTION CRITERIA

### Communication / Engagement

1. Demonstrated knowledge of community engagement principles and practices
2. Experience in developing and delivering community engagement plans, activities, projects and initiatives as required including face to face, facilitation, written surveys, mail outs and online tools.
3. Highly developed stakeholder analysis skills.
4. Demonstrated experience in networking and developing relationships with key internal and external stakeholders.
5. Experience in development of communications materials, flyers, surveys, brochures and social media.

### Strategic and Operational Planning

6. Contribute to effective strategic and operational planning by offering expert advice to staff to improve public participation and decision-making outcomes.

## PHYSICAL REQUIREMENTS

The City welcomes people with a disability to apply for this position. Reasonable workplace accommodations and aids are available as required.

- Ability to use computers to read, analyse and produce written materials.
- Hearing, vision and cognitive abilities required to engage with members of the public/stakeholders and other staff by phone, in person and in writing.
- Able to sit for extended periods of time.
- Cognitive and psychological abilities required to problem solve in a demanding administrative context (guidance for complex problem solving is available).

## DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

## DRIVERS LICENCE

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

## AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

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REVIEWED BY: Manager Customer & Public Relations

DATE PD REVIEWED/APPROVED: 1 July 2024

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