## Position Description:

## Place Liaison Officer

**OVERVIEW**

Our purpose is to provide valuable services that strengthen and support the Cumberland community.

Decisions, actions and behaviours are governed by our Code of Conduct and Values and the delivery of our services is aligned to the commitments outlined in our Community Strategic Plan, Delivery Plan and Operational Plan. All employees have accountability to ensure work and conduct is aligned to these.

Based on the 2016 Census, the population of the LGA is now estimated at around 240,000. Cumberland Council is comprised of five (5) wards.

Wentworthville

Granville

South Granville

Regents Park

Greystanes

**Primary Role Statement**

Council is seeking applicants with a ‘can do’ attitude with demonstrated experience in community engagement/development alongside a proactive focus on quality customer service. The ability to work both independently and as part of a team is essential. The role requires a solutions based approach to Place Liasion and a mind set of continuous improvement. Advanced analytical and problem solving skills are essential. Demonstrated experience working with complex and competing priorities will be advantageous.

This is a hands-on position with Place Liaison Officers out on-site, engaging with and available to the community. The Place Liaison Officer role aims to enhance Council’s presence at a local Ward level by building and maintaining positive rapport between the community and Council. Place Liaison Officers will proactively engage. They will respond in a timely manner to local issues in order to improve amenity, being aware of the unique and diverse needs of local centres and neighbourhoods across Cumberland. They will implement place plans and work across multiple projects mindful of both operational and strategic deliverables. Their day to day actions and solutions will inform process improvements to strengthen Council’s strategic planning and service delivery.

The Place Liaison Officer works across all Council service areas and directly within the community to facilitate resolutions and improve outcomes. The Place Liaison Officer operates ‘on the ground’ within the Ward to action and resolve issues raised by the community and Councillors, from day to day infrastructure and maintenance issues to developing improved community networks and local collaboration to address local concerns. The role requires developing strategic partnerships with community groups, local business, service providers, government agencies and residents to improve cooperation at the local level. The role requires high level communication and interpersonal skills.

Through this approach the Place Liaison Officer will ensure Council can:

* Better respond to the day to day issues and needs of the community at local Ward level;
* Improve coordination in the delivery of Council services to the Wards;
* Identify and coordinate strategic ‘whole of Council’ solutions to improve operational objectives;
* Increase visibility to build improved relationships and collaborative networks across the community.
* Improve the amenity of local centres and neighbourhoods to enhance local identity.

**KEY DUTIES AND RESPONSIBILITIES**

***Ward-Based Place Coordination and Liaison***

* Identify and pro-actively report local neighbourhood issues, such as pot holes, cracked footpaths, dumped rubbish, and abandoned vehicles.
* Support engagement on key projects to improve public domain, new community facilities, open space upgrades, strategic planning and local activation events.
* Build relationships with local community groups, schools, service providers, local police and local businesses operating in the Ward and facilitate access to Council staff, services, facilities and programs.
* Develop, implement and review the Ward Place Development Plan in consultation with Councillors, community engagement and other sections of Council.
* Providing regular reporting of place coordination activities and outcomes to Ward Councillors, the community and internally within the organisation.
* Work collaboratively with other areas of Council and with external stakeholders to facilitate local project delivery, community engagement initiatives and promote community events and establish new programs in response to community need.
* Provide specialist advice and practical support related to community engagement in the Ward, including knowledge of, and connection with, the Cumberland community and ensuring Council’s communication and engagement is responsive and tailored to the needs of the local communities.
* Implement key projects such as Council's visibility project and participate in Council’s internal School Engagement Working Group.
* Deliver grant support programs to community based agencies and voluntary groups and facilitate networks and partnership to support the planning, implementation and evaluation of community projects.
* Identify funding opportunities and submit grant applications as appropriate and ensure that all funding requirements by the funding body are met.
* Represent Council and the community at peak bodies/reference groups/networks and develop networks with the community, community groups, businesses, government agencies and individuals to ensure effective partnerships are developed and relationships are maintained.
* Undertake professional development and keep up to date with developments in place management, community engagement and community development practices ensuring that Council’s approach is based on good practice techniques and current research.
* Provide input into the development and implementation of the Place and Engagement Team Business Plan and team planning processes consistent with the Operational Plan, Community Development Directorate and Council directions.
* Work consistently within the framework of Council’s vision, values and behaviours.
* Ensure timely, accurate and efficient service is provided to both internal and external customers.

*Please note that the allocation of Ward and place of work is subject to change.*

***Financial Management***

* + Develop, manage, be accountable for and report on the cost effective and efficient provision of services within area of responsibility consistently within budget and corporate objectives.
	+ Ensure that financial accounts and reports provide the essential elements of transparency and accountability.

***Reporting***

* + Provide timely and systematic advice and reporting to the Manager Place and Engagement and Executive Manager Community and Place on all aspects of the operation of the Place Liaison Team including performance indicators, financial performance, future directions, policy, issues arising, including community feedback and any issue which may affect staff, the community and/ or the delivery of a project, program or service.
	+ Complete accurately and timely reporting on a monthly, quarterly and yearly basis.
	+ Contribute to actions and targets in the Operational Plan and Business Unit Plan.
	+ Provide ongoing evaluation and monitoring of performance to ensure Council services and projects are delivered in accordance with agreed business plan.
	+ Provide regularly reporting and promotion to Council, Councillors and the community on progress achieved in the implementation of the key plans and strategies.

***Customer Service***

* + Coordinate Council’s provision of a high standard of customer service to a range of customer types including community groups and organisations, residents, schools, government agencies and businesses and seek opportunities for ongoing feedback and innovation.
	+ Provide a high standard of customer service to internal customers in the organisation with respect to their dealings with the Place Liaison team, including maintaining and monitoring Internal Customer Service Standards and developing remedial actions where required.
	+ Deal effectively with complaints from individuals, community groups and businesses in line with Council’s Compliments and Complaints Policy, and ensure long term remedial strategies are established where possible.

***Child Safe Organisation***

* Council fully supports the aims and objectives of NSW Child Protection Legislation and associated provisions, and will implement all necessary measures to ensure a safe and supporting Council environment, which endeavours to promote child safe, child friendly practices.
* This position is designated as child related. Applicants will need to provide suitable identification and personal details and a valid Working with Children Check Clearance Number must be submitted with your application. It is an offence under the NSW legislation for barred workers to apply for or otherwise attempt to obtain, undertake or remain in child-related employment.

***Fraud and Corruption Prevention***

* Comply with Council’s ethical conduct, risk management and policy frameworks and Fraud Control Plan.
* Follow and implement any risk based controls and procedures identified for the Service Area to help prevent and detect any fraudulent and corrupt activity.

***Work Health & Safety***

* In accordance with Council’s WHS Policy 2018, all employees have a responsibility to take reasonable care of their own health and safety, and that of others. To meet this commitment, all levels of management shall be held responsible for ensuring all staff are aware of and have agreed to work to this policy.

**ORGANISATION STRUCTURE**



**ABILITIES, QUALIFICATIONS, EXPERIENCE**

***Essential***

* Tertiary qualifications in Social Sciences/Community Development or relevant field and/or equivalent experience in place management, community engagement, customer service, etc.
* Demonstrated skills in undertaking community engagement and developing projects and partnerships in response.
* Demonstrated ability to build partnerships with the community, service providers and government agencies and the ability to relate to a broad range of stakeholders as well as high level community liaison and customer service skills.
* Demonstrated ability to develop and implement strategic plans and policies.
* Advanced negotiation, problem solving, decision making and analytical skills.
* Outstanding interpersonal skills, with a demonstrated commitment to providing the highest quality of customer service and ability to resolve conflict.
* Demonstrated project management experience, including sound knowledge and experience in planning, implementation and evaluation and high level experience in overseeing complex collaborative community or cross Council projects.
* Demonstrated highly developed written and oral communication skills, demonstrated through writing reports, formal correspondence, promotional material, delivering presentations, convening meetings and developing funding applications, policies and guidelines and strategic plans.
* Demonstrated experience in working with culturally and linguistically diverse communities and strong cross cultural skills.
* Highly developed organisational skills with the ability to prioritise and plan tasks effectively, work autonomously and manage competing priorities, demonstrating a high degree of initiative.
* High level administrative and computer skills, ability to maintain accurate records and advanced skills in Microsoft Office and Excel.
* Current Class C Driver’s licence.
* Demonstrated problem solving and decision making skills, including a high level of initiative and ability to respond effectively to change.
* Ability to establish and maintain effective working relationships and facilitate collaboration with a diverse range of internal and external stakeholders.

***Desirable:***

* Experience working in and sound knowledge and understanding of local government.
* Ability to speak a community language relevant to the Cumberland community (<http://profile.id.com.au/cumberland/language>) and/or experience working with interpreters.
* Current Senior First Aid Certificate.

***Employment Screening Required***

* Qualifications verification
* Licence Check if driving Council vehicles
* Working with Children Check
* Police Check

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| **Position Number and Establishment Number:** | SPCC99 and EST0178 |
| **Classification:** | Grade 11 |
| **Job Function Group:** | Professional |
| **Reports to:** | Place Liaison Team Leader |
| **Staff Reporting Responsibilities:** | Nil |
| **Budget Responsibility:** | Yes - TBA |

Date:

Agreed:

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Employee Name Employee Signature

Date:

Agreed: