

Role Description

Community Liaison Manager



Title	Community Liaison Manager
Classification/Grade/Band	Band 3 Level 2
Group/Unit/Section	Water and Sewer/Water Construction and Project Management
Reports to	Unit Manager Water Construction and Project Management

Vision

A vibrant and sustainable Central Coast.

Purpose

To provide valuable services that strengthens and supports the Central Coast Community.

Values

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching vision and purpose, the role of Community Liaison Manager is develop, implement and evaluate communication and stakeholder engagement strategies and plans, in conjunction with the Communications and Engagement Unit, to assist in the effective management of community information and engagement needs on water and sewer major infrastructure projects and programs.

The position of Community Liaison Manager is required to provide quality customer service and create value for the community.

Key Duties and Responsibilities

- Be responsible for managing customer relationships and ensuring customers are kept informed and engaged throughout Water and Sewer major projects;



- Be the central point of contact for impacted customers on major projects (including after hours);
- Ensure internal stakeholders are engaged and informed of planned and current Water and Sewer major projects and explore opportunities for project and engagement efficiencies;
- Monitor the views of the local community and other stakeholders, and provide feedback to the Project Manager, senior staff and communication and engagement business partners;
- Understand construction / understand water supply system and the impact this can have on customers;
- Build good relationships with the project teams / construction teams to ensure seamless communication of activities and impacts between the construction/project teams and the customers – particularly in challenging times;
- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

Authority and Accountability

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
- The Community Liaison Manager may work away from Council premises and is required to make autonomous decisions usually influenced only by Council policy, the situation and relevant legislative framework. Independent action is required;
- Decisions affect the work and activities of others within the section or from a specific project team;
- The work of the Community Liaison Manager influences the community within a specified service line through the application of technical skill or application of regulatory requirements;
- The Community Liaison Manager complies with operational requirements in cooperation with or under the supervision of other employees. Other employees or members of the public may be affected by the employee's acts or omissions;
- Identifies requirements as an input to budget development;



- Monitor budgetary spending within work area, against pre- determined targets. Weigh up options on a cost basis in order to make recommendations and continuously look for greater efficiency within work area.

Personal Attributes

- Give frank and honest feedback/ advice and seek to listen and understand when ideas are challenged;
- Represent the organisation honestly, ethically and professionally and encourage others to do so;
- Demonstrate a high level of personal motivation, take opportunities to learn new skills, develop strengths and examine and reflect on own performance;
- Support initiatives that create an environment where diversity is valued.

Interpersonal Skills

- Write fluently in a range of styles and formats and tailor communication to the audience;
- Identify customer service needs, understand customer perspectives and implement responsive solutions.
- Build cooperation and overcome barriers to information sharing and communication across teams/ units;
- Lead and facilitate productive discussions with staff and stakeholders, encouraging others to talk, share and debate ideas.

Business Enablers and Technical Skills

- Provide guidance, coaching and engage staff in change process and recognise cultural barriers that undermine change;
- Use expertise and seek others assistance to achieve work outcomes;
- Ensure current work plans and activities support and are consistent with organisational change initiatives;
- Research and analyse information, identify interrelationships and make recommendations based on relevant evidence;



- Ensure that actions of self and others are focused on achieving organisational outcomes;
- Take account of financial implications and return on investment when planning financial transactions;
- Support compliance with records, information and knowledge management requirements of the organization;
- Be aware of procurement and contract management risks and actions to mitigate these;
- Evaluate progress and identify improvements for future projects.

Team Work

- Ensure team objectives achieve business outcomes that align with organisational policies;
- Plan and monitor resource allocation effectively to achieve team objectives.

QUALIFICATIONS

Essential

- Degree qualifications in Communications, Engagement or related field OR demonstrated solid contemporary experience in a similar role, combined with ongoing professional development;
- Current Class C Driver's Licence;
- Valid Construction General Induction card - NSW WorkCover or equivalent.

EXPERIENCE

- Water and Sewerage Construction or General Construction experience;
- Demonstrated experience in a Major Project Community liaison role;
- Demonstrated experience in developing and managing communication and engagement activities for a board rang of projects;



- Knowledge of Local Government Act and relevant legislation;
- Demonstrated proficiency in providing technical expertise, coaching and advice to relevant staff to allow them to effectively undertake their responsibilities and duties;
- Demonstrated ability to build strong, credible relationships and influence, persuade or negotiate outcomes that add value to the organisation;
- Proven ability to assess and interpret information to formulate recommendations and provide specialist advice to enable the organisation to achieve quality outcomes.

Key Relationships

Internal	External
Chief Executive Officer	Community
Executive Leadership Team	State and Federal Government Agencies
Leadership Team	Industry representatives and associations
Unit Managers	Unions
Council employees	Vendors

