

# Role Description

## Engagement Officer



<b>Title</b>	Engagement Officer
<b>Classification/Grade/Band</b>	Band 3 Level 1
<b>Group/Unit/Section</b>	Community and Recreation Services / Communications, Marketing and Customer Engagement / Communication and Engagement
<b>Reports to</b>	Team Leader Engagement and Digital

### Vision

A vibrant organisation doing great things.

### Purpose

To provide valuable services that strengthen and support the Central Coast Community.

### Values

Decisions, actions and behaviours are governed by our Corporate Values; Be Safe, 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 Engagement Officer is responsible for supporting the implementation and evaluation of Central Coast Council's Engagement Framework. This will be achieved through actively building and promoting strong community networks and links to encourage participation and engagement within Central Coast Council (CCC) and the local community.

The position of Engagement Officer is required to provide quality customer service and create value for the community.

### Key Duties and Responsibilities

- Act as a central resource point to support staff across CCC in the development and implementation of public consultation and community engagement strategies for Council



initiatives and projects, looking to enhance and maximise the level and quality of community participation and ensure legislative compliance;

- Provide assistance and support to the Communications and Engagement section's service delivery including administration, records management, process development, report writing and promotion;
- Assist with and, where required, respond to Council, public, residents and stakeholder enquiries regarding community engagement projects and various Council issues across multiple engagement channels including but not limited to social media, telephone and online enquiries;
- Assist to effectively manage and maintain a range of engagement channels including the content for website, intranet and other online platforms and e-consultation mediums;
- Attend community meetings, forums and workshops relating to initiatives and projects and prepare and distribute relevant material, agenda, and minutes as required (noting this will require some out of business hours activity);
- Consistently adhere to and promote the CCC brand and corporate style;
- 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;
- Policy and procedures are readily available, but the Engagement Officer is required to choose the appropriate processes. Unusual problems may be referred for clarity of policy or direction;
- Decisions affect the work and activities of others within the work group or team;
- The work of the Engagement Officer influences the external environment by ensuring services are consistent with Council standards;
- The Engagement Officer is accountable for own work performance. Liability generally lies with the supervisor or Council as the employer;



- Has little or no responsibility for budget development;
- Look for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area.

### **Personal Attributes**

- Be adaptable, flexible and focused when dealing with change;
- Represent Council honestly, ethically, professionally and lead by example;
- Be committed to achieving work goals and maintains motivation when tasks are challenging and actively seek feedback from colleagues and stakeholders;
- Be responsive to the input of others and works to understand their perspectives.

### **Interpersonal Skills**

- Listen to others and asks appropriate, respectful questions and adapts behaviour accordingly;
- Support and promote a culture of quality customer service identify and respond quickly and provides solutions to meet customers' needs;
- Build a supportive and cooperative team environment, share information and learning across teams and solve issues and challenges in collaboration with others;
- Respond to conflict without inflaming the situation and knows when to refer to a supervisor for assistance and/ or withdraw from a conflict situation.

### **Business Enablers and Technical Skills**

- Complete tasks to agreed budgets, timeframes and standards without guidance and contribute to the allocation of responsibilities and resources to ensure achievement of team goals;
- Understand the team/ unit objectives and responds proactively to changing circumstances and adjust plans and schedules when necessary;
- Identify issues that may impact on task completion and provides appropriate solutions;
- Understand delegations and act within authority levels;



- Exercise fiscally responsible behaviour and remain up to date with financial delegation processes;
- Support system improvement initiatives and embrace new technologies;
- Understand project goals, action tasks and expected outcomes and identify and escalate project variances.

### **Team Work**

- Recognise and acknowledge individual/ team performance;
- Monitor and use resources responsibly to achieve team objectives;
- Accommodate changing priorities and respond flexibly to uncertainty and ambiguity

## **QUALIFICATIONS**

### **Essential**

- Degree qualifications in Communications, Public Relations, Public Participation, Social Planning or Strategic Planning or related field OR demonstrated solid contemporary experience in a similar role combined with ongoing professional development;
- Current Class C Driver's Licence.

### **Desirable**

- IAP2 Certificate in Public Participation.

## **EXPERIENCE**

### **Essential**

- Experience in delivering effective community engagement in accordance with corporate practices and procedures;
- Experience in preparing and facilitating engagement strategies for a range of audiences;
- High proficiency in the use of computers and software packages, particularly Microsoft Office and desktop publishing graphics software;



- Previous experience building relationships and networks with community groups and various internal services;
- Demonstrated ability to apply excellent written and verbal communications skills across a variety of forums, including publications, presentations, social media and facilitating online discussions.

### **Desirable**

- Experience working in alignment with the International Association for Public Participation (IAP2) core values and practice ethics;
- Local government experience.

### **Key Relationships**

<b>Internal</b>	<b>External</b>
Unit Managers / ELT	Members of the Public/residents/ratepayers
Section Managers/Team Leaders	Community Organisations – service clubs etc
Other Council employees (not including direct reports)	State and Federal Government Agencies
	Local Business

