

POSITION DESCRIPTION

Position Title:	Engagement and Customer Insights Support Officer	Position Code:	6-ECISO
Division:	Strategy, Partnerships and Engagement	Grade:	E
Location:	Dubbo/Wellington	Hours/Week:	35
Reports to:	Engagement and Customer Insights Coordinator		
No. Direct Reports:	Nil	No. Indirect Reports	Nil

Primary Purpose of Position

This position provides high level administration support to the Engagement and Customer Insights Coordinator, exercising independent judgement and considerable initiative working with key stakeholders to deliver recommendations aimed at the efficient, effective and sustainable delivery of services and engagement performance outcomes.

This position will also assist with the Implementation and coordination of business improvement and performance projects identified through community engagement across Dubbo Regional Council and oversee the development of quality reports and recommendations from the Engagement and Customer Insights Coordinator to ensure engagement and business optimisation levels are met.

Key Accountabilities / Duties

Key Result Area	Primary Activities
Community and Stakeholder Engagement and Partnerships	<ul style="list-style-type: none"> Address emergent and ongoing routine day-to-day issues in collaboration with Engagement and Customer Insights Coordinator Work closely with the Engagement and Customer Insights Coordinator to ensure key engagement and partnership issues across council are addressed in a timely and effective manner. Attend stakeholder meetings with, or on behalf of, the Coordinator to be aware of issues, provide advice and undertake operational follow-ups in relation to agreed actions. Recognise critical issues and ensure these are brought to the attention of the Coordinator so they can be effectively addressed. Monitor operational or project based initiatives identified by the Coordinator and provide administrative support when directed. Provide a support service in preparation of correspondence, reports and presentations. Ensure administration activities are undertaken Assist in developing tools, content and collateral for consultation and engagement activities for the Council's channels as directed by Coordinator.

Key Accountabilities / Duties	
	<ul style="list-style-type: none"> • Assist in coordination of working groups, committees, and consultations to facilitate engagement and support in line with the engagement strategy. • Establish and develop relationships with key stakeholders across the region to promote Council consultation/engagement strategies. • Assist in providing support to Dubbo Regional Council staff to assist with capability building in engagement skills and liaise with coordinator to ensure a consistent corporate approach to stakeholder and community engagement including application of IAP2 practices. • Ability to assist coordinator with providing proactive and positive information to the community in regards to projects undertaken. • Ability to represent Council at external forums, working groups, committees ect as required or as directed by the coordinator during period of absence.
Administration and Reporting	<ul style="list-style-type: none"> • Assist in research, analysis and reporting on relevant data related to the community profile of the Dubbo Region as well as research, development, implementation and evaluation of Council's Community Engagement Strategy. • Support the Coordinator in providing specialist advice related community engagement to relevant business partners within council. • Assist with the administration of supporting annual IPR creation and support effective reporting processes to council and the community. • Provide a corporate lens to customer and community satisfaction measurements. • Support the administration of regular reporting and promotion to Council and the community/stakeholders on progress achieved in the implementation of key plans and strategies. • Provide other support and complete ad hoc tasks as requested by the coordinator.
Business Process Optimisation and Improvement	<ul style="list-style-type: none"> • Support the coordinator in participation of Service Reviews to ensure council obtains community input and measure implementation of recommendations for continuous improvement. • Support the Coordinator by evaluating community engagement initiatives and programs to measure impact and effectiveness. • Contribute, or support as required to business improvement projects across Dubbo Regional Council including involvement in project groups. • Engage internal stakeholders to support and guide them to deliver business improvement and innovation. • Produce and maintain process improvement and process documentation to support contemporary business practices. • Develop partnerships and collaborate across council to support and monitor optimization processes and support change implementation. • Assist in business partner engagement.

Key Accountabilities / Duties

Customer Service	<ul style="list-style-type: none"> Assist the community to effectively engage with Council. Ensure timely, accurate and efficient service is provided to both internal and external customers. Deal effectively with complaints from individuals and community in line with Council's Policies and procedures and escalate to the coordinator if required.
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Inherent Requirements of the Position

- Class C drivers licence.
- The occupant of this position will be required to travel between Dubbo and Wellington and operate out of Council's office or depot facilities as necessary.
- A large majority of this role is office based, using computers/electronic systems, thus an inherent requirement of this position is the ability to complete sustained periods of work sitting at a desk utilising computers/electronic systems or other office based equipment.
- Knowledge of computer applications such as; Microsoft Word, Excel, Powerpoint, Publisher, Outlook, Authority, Trim, Adobe.

Selection Criteria

Essential

- Certificate III in Business Administration or related discipline.
- Highly developed organisational, written and verbal communication skills, administrative and time management skills.
- Advanced proficiency in business related computer software (Microsoft Office Applications) and electronic document management systems.
- Well-developed analytical skills including the ability to conduct meaningful research, interrogate data and produce reports.
- Demonstrated skills and ability to relate effectively to a variety of clients offering a high level of customer service to internal and external customers.

Desirable

- Qualifications in IAP2 or equivalent training.
- Website design and/or maintenance experience.
- Experience in community engagement administration role.

Organisation Wide Accountabilities

Corporate Values	<p><i>Creating Community for Today and Tomorrow</i></p> <p>All employees have a responsibility to uphold the values of Dubbo Regional Council being:</p> <ul style="list-style-type: none"> Progressive <ul style="list-style-type: none"> Be curious, courageous and committed
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	<ul style="list-style-type: none"> • Sustainable <ul style="list-style-type: none"> ○ Balanced approach to growth and opportunity • One Team <ul style="list-style-type: none"> ○ Working Together • Integrity <ul style="list-style-type: none"> ○ Accountable for our actions
Work Health and Safety	<p>All employees are responsible for the Work Health and Safety (WHS) for Dubbo Regional Council and their duties include:</p> <ul style="list-style-type: none"> • Complying with Council's WHS policies and procedures • Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others • Reporting any potential hazards, incidents or injuries to their Supervisor or People, Culture and Safety within 48 hours • Participating in any WHS consultation arrangements • Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace • Correctly using all personal protective equipment • Complying with emergency and evacuation procedures and site rules if applicable • The Chief Executive Officer, Directors (Officers), Managers and On-Site Supervisors have additional responsibilities as defined in the Dubbo Regional Council Work Health and Safety and Consultation Policy
Sustainability	<p>Staff will give equal priority to improving and enhancing Council's economic, social and environmental outcomes by integrating sustainability into all decision making processes. This includes continuously increasing efficiencies, reducing resource use, sustainable procurement, maintaining service levels and protecting our natural assets. It is expected that all staff can demonstrate awareness and participation in sustainable work practices.</p>
Code of Conduct and Equal Employment Opportunity	<p>Staff will, at all times, adhere to:</p> <ul style="list-style-type: none"> • Council's adopted Code of Conduct. • Council's Anti-Discrimination, Harassment and Equal Employment Opportunity Policy to foster a fair and equitable workplace free of illegal discrimination, harassment and bullying behaviour.

Acceptance:

I, _____ confirm I have read and understood the Position Description. As the incumbent of this position, I agree to work in accordance with the requirements of the position and will abide by Dubbo Regional Council's policies and procedures.

I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.

Signature:

Date: