

## POSITION DESCRIPTION

### Our Values



<b>Position title:</b>	Stakeholder Engagement and Communications Officer
<b>Position code:</b>	1029
<b>Section:</b>	Community Engagement, Chief Community Office
<b>Position reports to:</b>	Senior Stakeholder Engagement and Communication Officer
<b>Band and level:</b>	Band 3 Level 1
<b>Salary grade:</b>	Grade 13
<b>Staff management:</b>	No
<b>Budget responsibility:</b>	No

### Primary function of the role:

The Stakeholder Engagement and Communications Officer is responsible for supporting the Stakeholder engagement team in the development and implementation of engagement strategies to ensure that the community is aware of and involved in decision making which affects the place in which they live, work and play. This position involves providing administration and YourSay web support as well as proactively delivering activities to engage and communicate with community, industry, and stakeholders to support various projects and strategic planning initiatives.

### Person Description

- A relationship builder and networker
- Able to effectively manage competing priorities and work under pressure to meet deadlines
- Strong research, analytical and conceptual skills
- Collaborative with a problem-solving approach
- Able to communicate effectively across all levels of the organisation
- Superior written communication skills including the ability to translate complex technical information into clear and simple language

### The Stakeholder Engagement and Communications Officer:

- Provides support to the Stakeholder Engagement team to manage purchasing, booking and administration
- Responsible for updating the Your Say website, including providing reports from the Your say website
- Provides support to Design, evaluates and implement major community and stakeholder engagement and strategy projects.
- Designs, delivers and evaluates minor and medium engagement campaigns providing information and feedback about project outcomes to support Council projects and initiatives.

- Champions community engagement and actively advocate for community engagement mechanisms to advance LCC's community engagement effectiveness.
- Provides specialist advice and guidance on stakeholder engagement and communication initiatives to staff.
- Facilitate workshops and forums when required.
- Coordinates and project manages engagement events for Council when required.
- Works across a number of projects simultaneously, ensuring activities are well coordinated and delivered on time.
- Identifies, develops, and manages key stakeholder relationships including liaison with internal and external stakeholders including community, schools, community representatives, business and government stakeholders to support the successful delivery of community and stakeholder programs.
- Undertakes various writing tasks, including developing a range of appropriate communication materials tailored to different audiences that support community engagement projects. This could include various reports and strategies, flyers, e-newsletters and advertising activities.
- Keeps abreast of current developments and methodologies in the community engagement and communications fields.

#### Key responsibilities and performance goals:

	Accountability	Responsibilities
Work Health and Safety	Manage and monitor work health and safety responsibilities, ensure compliance with the legislation and regulations that govern the operations within the Program area and assist others in the team to implement the relevant policies, procedures and processes.	<ul style="list-style-type: none"> <li>• An engaged workforce fostering a culture of safety and behaviour based on safety principles.</li> </ul>
Best Practice and Benchmarking	Achieve excellence through the establishment, management and monitoring of financial systems, processes, standards and service delivery benchmarks.	<ul style="list-style-type: none"> <li>• Continuous improvement plan is created and implemented to ensure expectations/ legislation and guidelines are upheld.</li> <li>• Uses best practice engagement processes, methods, and techniques and tools to support delivery of external stakeholder engagement initiatives that may include online engagement activities, surveys, face to face engagement including forums, workshops, briefings, or community outreach activities.</li> </ul>
Governance and Risk	Ensure risks to projects are identified and managed	<ul style="list-style-type: none"> <li>• Align service delivery to meet the Delivery Plan and Community Strategic Plan outcomes for the organisation.</li> <li>• Project and financial risks are identified on the corporate risk register with appropriate mitigation strategies.</li> </ul>

Customer driven service delivery	Build and maintain relationships with key stakeholders and customers (internal and external) related to program service delivery.	<ul style="list-style-type: none"> <li>• Provide a high level of customer service to manage the expectations of internal and external customers in the resolution of their issues.</li> <li>• Provide guidance, advice and coordinate requests for further information regarding applications.</li> <li>• Enhance your knowledge base.</li> <li>• Drive a customer service approach in all internal and external interactions.</li> </ul>
Finance	Manage and control financial and physical resources within agreed budgets, timeframes and reporting standards.	<ul style="list-style-type: none"> <li>• Services are delivered to the established benchmarks within the agreed budget tolerances and timeframes.</li> </ul>
People	Actively contribute to a cohesive and high performing customer centred, results driven team.	<ul style="list-style-type: none"> <li>• Demonstrate accountable, affiliative and constructive behaviours in all interactions</li> <li>• Respond to employee satisfaction survey results to identify and act upon areas that require improvement.</li> <li>• Foster an engaged and empowered workforce. Embrace continuous improvement principles to improve delivery of services to Council customers.</li> <li>• Commitment to fostering and participating in a positive team environment.</li> <li>• Be flexible and adaptable to the changing needs of the team.</li> <li>• Participate and contribute.</li> <li>• Be available to take on other roles as required (e.g. in leave periods).</li> </ul>
Drive Innovation	Contribute to a culture that inspires people to generate innovative solutions that optimise revenue to Lismore City Council.	<ul style="list-style-type: none"> <li>• Initiate utilisation of technology to: <ul style="list-style-type: none"> <li>o Ensure single source of the truth</li> </ul> </li> <li>• Network with peers and other industries to continue to generate business improvements.</li> </ul>
Communication and Consultation	Provide clear concise information.	<ul style="list-style-type: none"> <li>• High level of written, verbal and interpersonal communication skills that inspires confidence in your team and the audience you are communicating with.</li> </ul>

## Entry Level Qualifications:

### Skills and Experience

#### Qualifications, certificates and licences

- Tertiary qualification in a relevant discipline (i.e. Communications, community engagement or Project management) is desirable.
- IAP2 (International Association of Public Participation) certificate (or equivalent) is desirable.
- Current Class C Driver's Licence.

#### Experience, skills and knowledge

- High level communication skills including high level influencing and negotiation skills across a varied range of stakeholders.
- Experience in planning, developing, implementing, analysing and report writing for community engagement projects and evaluating their success.
- Understanding of local government legislative requirements for community engagement
- Experience in public speaking.
- Ability to coordinate projects including planning, design, implementation monitoring and review.
- Strong relationship building skills and ability to relate to a diverse range of people in both the community and in the workplace
- Ability to collect, collate and analyse information and data from a variety of sources and prepare and present reports, verbally and in writing to diverse stakeholders.
- Ability to set priorities, manage competing demands, plan and organise own work to ensure specific and set organisational performances are met.
- High level communication skills with the ability to negotiate, motivate, influence and gain cooperation and assistance from staff and stakeholders