

Melton City Council

# Social Research Officer

Position Description

PD: 00241

A vibrant, safe and liveable  
City accessible to all

## 1. Position details

|                         |   |
|-------------------------|---|
| Position Title          | Social Research Officer   |
| Directorate             | City Life   |
| Business Unit           | Healthy Connected Communities   |
| Position Classification | Band 6  |
| Enterprise Agreement    | Melton City Council Enterprise Agreement No 10 2022 - 2026 or any successor enterprise agreement. |

## 2. Organisational relationships

|                   |   |
|-------------------|---|
| Reports to        | Social Planning Lead  |
| Supervises        | Nil   |
| Internal liaisons | <ul style="list-style-type: none"><li>• Relevant Council departments</li></ul>  |
| External liaisons | <ul style="list-style-type: none"><li>• Government and Non-Government bodies and agencies</li><li>• Contractors</li><li>• Community organisations</li></ul> |

## 3. Our Organisation

### 1. Council Values

Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

### 2. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

### 3. Melton City Council Policies and Procedures

Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

### 4. Child Safe Environment

Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.

### 5. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.



#### 4. Position objectives

- Provide specialist advice and expertise to Council departments and lead the delivery of research projects and provision of key council resources, to enable policy and strategy development, planning, and performance monitoring and evaluation.
- Deliver qualitative and quantitative analysis, data modelling and collate research to enable the development of evidence informed policy, strategy, plans and projects.

#### 5. Key responsibility areas

- Undertake and analyse qualitative and quantitative data to support the planning and service delivery activities of Council, specifically in relation to social and demographic research.
- Deliver social research projects to assist in identifying community needs, emerging issues, and appropriate responses.
- Provide social research support in the development, implementation and evaluation of services, projects and strategic documents as well assisting in the preparation of submissions, grants, and reports where relevant.
- Manage and develop social and demographic resources and deliver training and support to build organisational capacity in social research.
- Communicate social research information in a timely manner, including population and health and social data updates, to internal and external stakeholders.
- Keep abreast of and liaise with State and Federal Government and other providers of information and data, as well as internal departments, to enable the timely and accurate provision of information and data necessary for the undertaking of the activities of the Council.

#### 6. Accountability and extent of authority

- Collection, collation, and analysis of primary and secondary data.
- Provide social research advice and information to support Council and external agencies.
- Promote and support the use of social research to inform strategic document development, program planning, grant seeking and advocacy.
- Ensure compliance with the provisions of the Occupational Health and Safety regulations at all times.
- Represent Council with various stakeholders at meetings, forums and networking events.

#### 7. Judgement and decision making

- Make sound judgements and provide advice on the collection, quality, validity, and analysis of social research.
- Problem solving on day-to-day issues is required and direction should be sought on wider issues. Guidance and advice is usually available.
- Actively participate and represent the interests of the City of Melton community at relevant meetings and forums.
- Work independently and to make decisions on a daily basis within the area of expertise and in accordance with approved performance and work plan, Council policies and procedures.
- Display initiative, innovation and creativity when approaching all aspects of the position.

## 8. Specialist skills and knowledge

- Monitor, collect, analyse, manage, and communicate social research - internally and externally.
- Interpret and utilise social research and to support organisational capacity in achieving best practice social research outcomes.
- Knowledge and understanding of social statistics relevant to Local Government.
- Knowledge and understanding of quantitative and qualitative research methodologies. Thorough knowledge of relevant research software and the use of database and spreadsheet programs including SPSS, Microsoft Excel, and relational databases.
- Knowledge of social and health policy issues.

## 9. Management skills

- Simultaneously coordinate multiple social research projects and requests.
- Manage time effectively, balance competing work priorities and meet deadlines.
- Develop and maintain social research tools and data.
- Implement personnel policies and processes including EEO, OH&S, training and development.

## 10. Interpersonal skills

- Excellent communication skills (written and verbal) able to adapt communication to an identified purpose and to suit varying audiences.
- Build relationships and ability to gain stakeholder cooperation with varied levels of understanding and/or experience.
- Liaise effectively with internal units, professional networks, peak bodies and with Government and non-Government stakeholders.

## 11. Qualifications and experience

- Tertiary qualification in social sciences, statistics, health sciences, planning sciences or other relevant area and/or substantial relevant experience working in social research.
- Demonstrated experience in undertaking research, qualitative, quantitative, and statistical research and analysis.
- Knowledge and experience in the development and management of quantitative and qualitative research methodologies.

## 12. Key Selection Criteria

1. Tertiary qualification in social sciences, statistics, health sciences, planning sciences or other relevant area and/or substantial relevant experience working in social research.
2. Demonstrated knowledge of the range of data sources and relevant software (including databases and platforms) and the ability to access varying information and data sources.
3. Demonstrated knowledge of quantitative and qualitative research methodologies and experience in undertaking quantitative, qualitative and statistical research and analysis.
4. Ability to manage time effectively, balance competing work priorities and meet deadlines.
5. Excellent communication skills (written and verbal) including the ability to adapt communication to an identified purpose and to suit varying audiences.
6. Demonstrated ability to build and maintain effective partnerships with internal and external stakeholders and work within multidisciplinary project teams.



*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

Manager Healthy  
Connected Communities  
\_\_\_\_\_  
Approved by Position Title

October 2023  
\_\_\_\_\_  
Date Approved

\_\_\_\_\_  
Incumbent's name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

