

POSITION DESCRIPTION

Position Title:	Community Engagement Officer
Position Number/s:	OCEO-019
Employment Type:	Full Time, Permanent
Agreement:	Charters Towers Regional Council Union Collective Certified Agreement 2023
Award:	Queensland Local Government Industry (Stream A) Award – State 2017
Classification:	Level 4
Directorate:	Office of the Chief Executive Officer

POSITION OBJECTIVE

The Community Engagement Officer will assist the Executive Services Manager in delivering Council's Community Engagement services, supporting the provision of strategic advice for the development and delivery of high-quality initiatives.

The position involves contributing to a best practice Community Engagement Strategy and Framework, ensuring community participation in planning and decision-making is paramount.

Responsibilities also include supporting research and scope of engagement projects, maintaining transparency in decision-making, and collaborating across Council for a consistent approach to community engagement activities.

ORGANISATIONAL RELATIONSHIPS

Reports to: Executive Services Manager

Directly Supervises: Nil

ORGANISATIONAL VALUES



OUR VALUES

We are a *Community* focused
Team who are *Respectful*
and *Consistent*

DELEGATIONS

In accordance with Charters Towers Regional Council's Register of Delegations.

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KEY RESPONSIBILITIES

1. Work collaboratively within a small team in the delivery of community engagement advice, support and delivery.
2. Provide comprehensive and well-informed advice and support across Council related to community engagement planning, design, delivery, reporting and evaluation.
3. Assist in the identification, definition, and analysis of key stakeholder groups.
4. Prepare and disseminate high-quality written community engagement materials including, but not limited to, media releases, community announcements, engagement plans, presentations, visual aids and talking points.
5. Monitor Council's have Your Say engagement platform, and respond to enquiries as required, identifying potential opportunities, and posting updates proactively.
6. Assist the Executive Services Manager in the implementation and delivery of strategic communications, including but not limited to; Community Engagement Strategies and Frameworks and engagement communications plans, and branding that supports the organisation to engage effectively and efficiently.
7. Build relationships and establish positive working partnerships with staff, managers, internal and external stakeholders to achieve positive and sustainable outcomes for Council.
8. Comply with Council's Workplace Health & Safety (WHS) Management System including; WHS policies, SWMS, procedures and lawful instructions or directions given in the workplace. In particular, employees must comply with their obligations under the *Work Health and Safety Act 2011*. These obligations include reporting of injuries, incidents and hazards, not to wilfully injure yourself or someone else and wearing and maintaining personal protective equipment according to Council procedure.
9. Comply with reasonable and lawful directives given in the workplace and undertake any other duties associated with the role, as reasonably directed and within the scope of the requirements of the role.

POSITION REQUIREMENTS

| Knowledge, skills and abilities |

Essential:

- Minimum of 2 years' experience in relevant discipline/s, such as in community engagement, customer service and/or communications and marketing.
- Demonstrated experience in engaging with the community supporting the design and execution of community engagement programs and initiatives.
- Willingness to learn new skills, including online and electronic systems.
- Ability to work with a high level of independence, and demonstrate proficiency in prioritisation of tasks, meeting deadlines and adapting to changing demands.
- High degree of personal integrity and the ability to be tactful when dealing with matters of a sensitive nature, and demonstrate behaviour aligned with Council's values.
- Well-developed computer literacy skills, including experience or ability to rapidly acquire skills with software programs generic to the public sector and marketing and communications industry.
- Ability to contribute to team direction, provide and receive feedback and achieve agreed performance standards to contribute to a culture of performance excellence.

Desirable:

- IAP2 qualified.
- Graphic design skills or experience.
- Experience in a government environment.

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| Education/Qualifications |

Essential:

- Relevant qualification and/or substantial equivalent experience in community relations/engagement, media relations, corporate communication and/or marketing.

| Licences |

Essential:

- Possession and maintenance of a current Queensland "C" Class Driver's Licence.

PHYSICAL REQUIREMENTS/POSITION ENVIRONMENT

This position is primarily an indoor role and requires sufficient physical ability to work in an office setting, which involves prolonged periods of sitting at a desk and operating a computer and telephone. May be required to carry out light to moderate manual handling, bending, kneeling, twisting, squatting, lifting and carrying.

This role will be required to conduct some functions outdoors, which may be in an urban or rural setting dependant on the nature of the work to be carried out. The incumbent must have the physical capability to operate in an outdoor environment.

Out-of-hours work will be required for council events, community events, and disaster management events.

Council is committed to providing and maintaining a safe and healthy workplace. This includes taking all steps that are reasonably practicable to prevent the spread of preventable occupational diseases. In accordance with Council's P0199 Vaccinations and Health Monitoring Procedure, positions exposed to occupational diseases will be subject to the Workplace Immunisation Program.

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POSITION DESCRIPTION AUTHORISATION

Position descriptions cannot provide a definitive list of duties and responsibilities. This position description is subject to change from time to time as Charters Towers Regional Council may be developed or restructured. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

Manager: _____ **Signature:** _____
(Name)

Date: _____

CEO: _____ **Signature:** _____
(Name)

Date: _____

POSITION ACCEPTANCE

I accept the Position Description as stated above and acknowledge that it may require amending or updating periodically due to changes in responsibilities or organisational requirements. Changes to position descriptions will be in accordance with the position classification and consistent with the purpose for which the position was established.

Incumbent: _____ **Signature:** _____
(Name)

Date: _____