

POSITION DESCRIPTION

Position Title:	Community Engagement and Events Officer	Directorate:	Executive Office
Position Number:	100191	Department:	Executive Office
Employment Status:	Full-Time	Section:	Communications and Engagement
Employment Type:	Maximum Term 12 Month Contract	Location:	Chambers
Classification:	Schedule A, Salary Point 11		
Reports to:	Coordinator Communications and Engagement		

PRIMARY PURPOSE:

The **Community Engagement and Events Officer** supports the delivery of Council's Community Engagement Framework and assists in administering and delivering events. This role provides strategic advice and assistance to Council staff on engagement initiatives and facilitates opportunities for community members to participate in Council's activities. Additionally, the position helps build a culture of engagement within the Council and works with the broader community to foster understanding and confidence in the Council's engagement processes.

ORGANISATIONAL REPORTING RELATIONSHIPS:

1. Internal:

- The **Community Engagement and Events Officer** reports to the **Coordinator Communications and Engagement** for all operational and management matters.
- The role is a key contributor to the Executive Office Team and will liaise with all employees of Council and Elected Members as directed and required.

2. External:

- The role will liaise with external stakeholders such as members of the general public, ratepayers, residents, visitors and contractors to the City of Glenorchy.

OUR VALUES:

We respect each other

We respect the skills, knowledge and diversity of our team mates

Everyone is heard and is valued

We care for the well-being and safety of each other

We check in on each other without being prompted

Listening and being listened to matters

We are trusted

I've got your back and you've got mine

We do what we say we will

We are empowered

Have honest and open conversations

We are trusting and trustworthy

We learn from our mistakes and share what we learn

Together we are better

Robust and thoughtful decision making together

Solving important problems together

We reach out to others and across teams for help

We collaborate more and handball less

Share our skills and knowledge

We deliver

We serve and stand up for our community

We knuckle down and focus on what matters

We are courageous and determined to find a way

We seek opportunities to continually improve outcomes and then we act on them

OUR CULTURE:

We foster and model a culture where:

- We **RESPECT** others and their viewpoints as being as important as our own.
- We trust and are **TRUSTED** by each other.
- We know that by working **TOGETHER** we achieve better outcomes.
- We take personal responsibility, and together we **DELIVER** for our community.

This is **OUR WAY** to achieve results through our people and teams to make Glenorchy a better place every day.

KEY RESPONSIBILITIES:

RESPONSIBILITIES/TASKS	DUTIES
Community Engagement	<ul style="list-style-type: none">• Support the delivery of community engagement activities in accordance with Council's Community Engagement Framework and play a lead role in the ongoing development of a community engagement culture within the organisation.• Help other work groups in the development of engagement plans; delivery of quality community engagement; and collection and retention of data and information gathered from the engagement activities.• Work with teams to report engagement results back to the community and communicate how their input will be incorporated into Council's decision making and operations.• Maintain a central register of current and past community engagement activities and their results to facilitate monitoring, evaluation, and effective shared learning across the organisation.• Work with the Marketing and Engagement Officer to develop and implement an annual plan of engagement activities, including Community Yarns, Pop-ups and Open Workshops.• Maintain and utilise mailing lists including a database of community groups and stakeholders, electronic files, and pro-forma documents.• Work with other team members and work groups to explore options for a more comprehensive and coordinated stakeholder management system across Council.• Lead and coordinate the development and maintenance of content for Council's online engagement platform and provide site administration and training as required.• Liaise with the online engagement platform provider to facilitate continual improvement of the platform and engagement site to improve user experiences both internally and externally.
Research Support	<ul style="list-style-type: none">• Coordinate the development and administration of surveys and other engagement tools, including assisting with data input and reporting.• Maintain processes for capturing data from engagements to enable it to be more readily available for use in ongoing research, social and budget planning, programs, and projects across Council.• Capture and analyse demographic data from Council's online engagement platform and other engagement activities to identify hard to reach sectors of the community, and review engagement processes to encourage their participation.

Event Support	<ul style="list-style-type: none"> • Work with the Events Officer to support the delivery of Council’s civic events and event grant programs. • Support community groups to participate in and engage with Council events. • Support the external events on Council land applications process as required.
Administrative Skills	<ul style="list-style-type: none"> • Assist in the development and implementation of systems and processes for embedding community engagement and administering events including reporting on outcomes. • Deliver agreed outcomes in a timely manner as identified through various planning processes.
Communication Skills	<ul style="list-style-type: none"> • Undertake face to face and written communications with a wide range of internal and external stakeholders in relation to Council’s projects. • Demonstrate good active listening skills and the ability to elicit and disseminate appropriate information • Ability to facilitate small and large groups both internally and externally. • Good understanding of various social media platforms and their use in community engagement.
Customer Service	<ul style="list-style-type: none"> • Promote the positive image of Council as a whole. • Ensure that a high standard of customer service is maintained to both internal and external customers. • Engage, listen to and act where appropriate on feedback from our customers. • Implement, evaluate, and continuously improve quality systems and processes for the Executive Office.
Claremont Community Library	<ul style="list-style-type: none"> • Provide supervision guidance for the ongoing operation, development, and evaluation of the Claremont Community Library.
General	<ul style="list-style-type: none"> • Assist in the achievement of agreed outcomes consistent with Council’s business plans and budgets. • Provide positive personal contribution to the successful operation of the Executive Office Team including working on projects with other team members.
Organisational Responsibilities	<ul style="list-style-type: none"> • Support and adhere to Council’s policies and procedures, code of conduct and relevant acts. • The incumbent is required to commit to use Council’s electronic content management (ECM) system to retain records and documents relating to Council business as part of their employment.

This role may require reasonable after-hours activities and overtime when required by business needs.

Employees may be required to undertake additional duties within the limits of their skill, competence and training, consistent with their classification level, in any area of Council, as directed.

SPECIALIST DELEGATIONS:

- Nil

LICENCES/ACCREDITATIONS/QUALIFICATIONS – ESSENTIAL:

- A current Working with Vulnerable People registration
- A current driver’s licence

KEY SELECTION CRITERIA:

1. Relevant qualifications or equivalent experience in engagement, events, business administration or a related field.
2. Ability to multitask and work in a cross-team environment providing advice, assistance, recommendations and building capacity in community engagement across the organisation.
3. Highly effective writing and editing skills across a variety of mediums, with ability to translate complex information into clear, interesting and relevant content for a diverse audience.
4. Proven ability to develop and maintain effective working relationships with a broad and diverse range of internal and external stakeholders.
5. Highly organised, with the ability to problem solve and make decisions to find workable solutions and meet customer and business expectations under conflicting pressures.

AUTHORISATION:

I hereby agree that this position description accurately reflects the work requirements.

Manager Name:	Christine Lane		
Manager Signature:		Date:	
Director Name:			
Director Signature:		Date:	

I have read and agree to abide by the requirements of this position description.

Employee Name:			
Employee Signature:		Date:	