



Position Description – Engagement Support Officer

Division	Engaged Community
Portfolio	Community Engagement and Experience
Business Unit	Community Engagement and Experience
Level	4
Reports To	Community Engagement Coordinator
Prescribed Position	No

Position Objective

Working with teams across the organisation, this position supports the planning and delivery of community engagement and consultation activities within the Community Engagement & Experience Portfolio. ion to facilitate successful delivery of projects and services.

The role will assist with the development, coordination and evaluation of engagement activities, prepare supporting materials and content, and provide practical advice to ensure engagement is inclusive, effective and consistent with Council's policies and procedures.

It will also contribute to improving engagement practice by sharing knowledge, updating tools and templates, and assisting with the collection and reporting of engagement outcomes.

Where required, the position will provide administrative and project support to the Community Consultation Coordinator and assist in coordinating initiatives to enhance the level, effectiveness, consistency and quality of community participation.

Key Responsibilities

- Provide community engagement and consultation support to the organisation to facilitate successful delivery of projects and services.
- Be an active member of the Community Engagement and Consultation Team to support the planning, coordination and delivery of community engagement and communication activities associated with the delivery of projects and programs, within agreed timeframes and frameworks.
- Prepare and deliver engagement materials and content, including web updates, promotional materials, reports and briefings for stakeholders, Elected Members and the community.
- Coordinate and assist with engagement activities such as workshops, events and meetings to encourage inclusive participation and meaningful feedback.

- Respond to community and stakeholder enquiries, maintaining accurate records of communication, issues and feedback.
- Provide advice and practical support to project teams to ensure engagement approaches are consistent, compliant with Council policy, and responsive to community needs.
- Use a range of communication tools and platforms, including *Your Say Charles Sturt*, to promote engagement opportunities and increase participation.
- Contribute to continuous improvement by sharing insights, updating engagement tools and templates, and supporting best practice approaches.
- Assist with administrative tasks related to engagement activities, including working with project managers to ensure website content is updated and maintained.
- Prepare clear and objective engagement summaries and reports, presenting community feedback and key themes to inform decision-making.
- Positively contribute to our constructive culture by living our values which guide decision making and delivery of outcomes for our community.
- Actively deliver an innovative customer experience that's effortless, delivered with care and exceeds our customers' expectations.
- Responsible for being actively involved in the identification and management of the day to day risks of their activities and projects.
- Take reasonable care for your own and others health and wellbeing in accordance with the Work Health & Safety Act 2012 and with Council's Work Health & Safety Managements Systems.
- Promote and maintain a child safe environment and take action as per Council's Children and Vulnerable Persons Policy.

Selection Criteria

Skills

- High degree of initiative, energy and enthusiasm.
- Effective interpersonal skills.
- High level project and general administration skills.
- High level of communication skills, both written and verbal.
- A positive and energetic attitude and the ability to generate confidence and excitement about matters being addressed.
- Highly motivated, able to work as a team member of an inter-disciplinary team or as an individual in response to tasks at hand.
- High level of attention to detail and accuracy.
- Accurate typing and data entry skills.
- Excellent time management skills, able to determine priorities and deliver on agreed timelines for work allocated.
- Investigative, analytical and creative skills appropriate to the duties of the position.
- Advanced computing skills, including advanced knowledge of the Microsoft Office suite of desktop applications.

Knowledge

- Knowledge of administrative practices and office procedures associated with communicating with the community across multiple channels and touchpoints.
- Knowledge of (or ability to quickly acquire) sections of the Local Government Act relevant to this position.
- Working knowledge of local government functions, roles and processes with specific knowledge of community services.
- Knowledge of IAP2 Community Engagement Methods.
- Knowledge of Work Health & Safety policies and procedures relating to the work area.
- Understanding and appreciation of the Charles Sturt community.

Experience

- Proven experience in a multi-disciplined team.
- Proven administration and office experience.
- Experience in communicating effectively with the community.
- Experience working in a busy customer focused environment.
- Demonstrated experience in using relevant computer software and hardware.

Qualifications & Requirements

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| • A tertiary qualification in community engagement, community development or related field (including International Association of Public Participation, IAP2, accredited courses) or related field and/or commensurate demonstrated experience in lieu of formal qualifications | Desirable |
| • Car Licence | Desirable |