

Position Title:	Community Engagement Officer	Directorate:	Executive Office
Position Number:	100191	Department:	Executive Office
Employment Status:	Full-Time	Position Type:	
Employment Type:	Permanent	Location:	Chambers 374 Main Road, Glenorchy
Classification Structure:	Grade 4		
Reports to:	Coordinator Communications and Engagement		

PRIMARY PURPOSE:

The **Community Engagement 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 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.

Accountabilities And Responsibilities

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.
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	<ul style="list-style-type: none"> ▪ Work with relevant officers to develop and implement an annual plan of engagement activities, including 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.
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.
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.
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.
Claremont Community Library	<ul style="list-style-type: none"> ▪ Provide supervision guidance for the ongoing operation, development, and evaluation of the Claremont Community Library.
Team Work and Collaboration	<ul style="list-style-type: none"> ▪ Collaborate with all council employees and proactively share knowledge to help build and maintain skills and capability.


	<ul style="list-style-type: none"> ▪ Perform duties in a manner that fosters cooperation and maintains positive working relationships with team members. ▪ Show respect for others and their viewpoints, contributing to an inclusive and respectful workplace culture. ▪ Deliver high-quality, compliant work and advice that earns trust and promotes respect from colleagues and the community. ▪ Work collaboratively with team members and stakeholders to achieve outcomes effectively and on time. ▪ Assist in the delivery of daily team operations, participating in team meetings, and allocating work tasks. ▪ Contribute to an inclusive workplace culture by respecting diverse perspectives and encouraging open, constructive communication. ▪ Take ownership and responsibility for delivering activities that benefit the community and align with council goals, strategic and annual plans.
Customer Service	<ul style="list-style-type: none"> ▪ Represent the Council in a professional and positive manner ▪ Ensure that a high standard of customer service is maintained to both internal and external customers. ▪ Identify and contribute to opportunities for continuous improvement in service delivery.
Organisational Responsibilities	<ul style="list-style-type: none"> ▪ Actively participate in professional development and training activities and contribute to the achievement of individual performance objectives. ▪ Take ownership of work priorities to ensure tasks are completed accurately, efficiently, and to a high standard. ▪ Ensure all assigned work is delivered within agreed timeframes, budgets, and quality expectations. ▪ Support and promote a diverse and inclusive workplace culture that prioritises the safety and wellbeing of children, young people, the community, and employees. ▪ Employees may be required to perform additional duties that are within the scope of their skills, competencies, and training, consistent with their classification level. These duties may be undertaken across various areas of the Council, as directed, to support organisational needs and service delivery. ▪ This role may require reasonable after-hours activities and overtime when required by business needs.
Governance, Risk and Compliance	<ul style="list-style-type: none"> ▪ Undertake all activities in accordance with Council’s code of conduct, values, policies, procedures, delegations and legal obligations. ▪ Comply with Work Health and Safety (WHS) policies, procedures and safe work practices. ▪ Promptly report hazards, incidents, injuries or unsafe practices in accordance with Council requirements. ▪ Ensure adherence to all relevant legislation, regulations, and organisational standards to maintain compliance with legal, safety, and certification requirements. ▪ Proactively identify areas of non-compliance and support the implementation of corrective actions.

	<ul style="list-style-type: none"> ▪ Maintain current knowledge and expertise in relevant fields, including awareness of industry best practices and updates to legislative and regulatory frameworks. ▪ Monitor compliance with applicable Acts, Regulations, and standards to meet legal and certification requirements, report non-conformances and implement corrective actions as needed. ▪ Participate in professional development and training activities and maintain up-to-date certifications and complete all mandatory compliance and training requirements.
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Key Selection Criteria	
Essential Qualifications	<ul style="list-style-type: none"> ▪ Relevant qualifications or equivalent experience in engagement, events, business administration or a related field.
Desirable	<ul style="list-style-type: none"> ▪ Certificate of Engagement (Engagement Institute/IAP2)
Licences	<ul style="list-style-type: none"> ▪ Current registration to work with vulnerable people (RWVP) ▪ Drivers Licence (preferred but not essential)
Skills and Experience	<ul style="list-style-type: none"> ▪ Ability to multitask and work in a cross-team environment providing advice, assistance, recommendations and building capacity in community engagement across the organisation. ▪ 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. ▪ Proven ability to develop and maintain effective working relationships with a broad and diverse range of internal and external stakeholders. ▪ Highly organised, with the ability to problem-solve and make decisions to find workable solutions and meet customer and business expectations under conflicting pressures.

Work Environment
<p>Glenorchy City Council is a values-based organisation, committed to attracting, recruiting, and retaining individuals who uphold our values and actively contribute to the positive culture we aspire to build.</p> <p>We are dedicated to maintaining high standards of performance in all areas, particularly in relation to Community, Work Health and Safety, Diversity, and Child Safety. All employees are expected to contribute to a safe and inclusive work environment by:</p> <ul style="list-style-type: none"> ▪ Promoting and maintaining safe working conditions and practices. ▪ Supporting fair and equitable access to employment, promotion, training, and personal development. ▪ Actively working to eliminate workplace harassment and discrimination. ▪ Ensuring compliance and reporting obligations to safeguard children and young people. <p>The behaviours and performance standards expected of all Council employees are governed by our Code of Conduct, Workplace Values, Directives and guidelines.</p> <p>Please note that Glenorchy City Council is a drug, alcohol and smoke-free workplace.</p>

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

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

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

ACKNOWLEDGEMENT:

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

Employee Name:			
Employee Signature:		Date:	