



Position Description

Position Title	Community Engagement Officer
Directorate	Corporate and Customer Services
Level	Level 6/7
Reports to	Coordinator Communications
Teams Responsible for	N/A
Direct Reports	N/A
Primary Location	Margaret River Civic Administration Centre
Position No. & version	1.0

Position Overview

Build the organisation's capacity and capability in community engagement through delivery of the provision of support and specialist advice in delivering effective, place-based community engagement

Advise the organisation on best practice public participation guided by the Shire's Community Consultation and Stakeholder Engagement Policy

Motivate officers to feel excited about, and skilled in, accessible, inclusive engagement and partnership building with the community by providing demonstrated leadership, training, and tools

Build positive relationships with the community both in person and online to enable community to work more effectively with the Shire, and ensure Council are better informed about the interests, opportunities, and expectations of its diverse community

Administrate the Shire's digital community consultation and stakeholder engagement platforms

Position Responsibilities

Community engagement capacity building	• Lead the Shire's Community Consultation and Stakeholder Engagement Policy and Engagement Guide • Manage project support on an as-required basis to deliver high quality engagement outcomes for the Shire's priority engagement projects • Develop, facilitate and/or participate in Community Engagement training and peer support programs for Shire officers to build capacity in high quality, accessible and inclusive community engagement • Contribute to the preparation, development,	60%
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	implementation, and evaluation of key community engagement documents including policies, procedures, guidelines, processes, and tools • Develop and maintain positive working relationships with internal and external stakeholders • Administrate the organisation's digital community consultation and stakeholder engagement platforms	
Delivery of community engagement projects	• Undertake or provide advice in relation to qualitative and quantitative social research and community engagement techniques, specifically the design, implementation and analysis of digital engagement methods which inform the strategic planning activities of Council and its services to the shire's diverse community • Undertake the delivery of engagement projects on behalf of the Shire, on an as-required basis • Provide prompt and professional responses to any requests from the community or stakeholders, in accordance with Council policy, strategy and objectives	30%
Reporting	• Undertake statistical analysis and provide reports to the Coordinator Customer Experience and other Shire officers as required • Provide information and analysis of stakeholder and community views in relation to projects and services, and make recommendations on new and existing projects, programs, and services • Provide information and analysis of stakeholder and community views, sentiment, social trends, programs, and policy to facilitate continuous improvement	10%

Position Requirements

Essential

- Demonstrated experience in the methodologies, principles and practice of community engagement
- Tertiary qualification in social planning, community development or a relevant field
- Working knowledge of using IAP2 in the planning and/or delivery of community engagement, community education, capacity building or communications
- Highly developed written and verbal communication skills including previous experience in the preparation of written reports and briefing papers, facilitating group discussions, and presenting
- Demonstrated ability to gain cooperation, develop and maintain effective working relationships with internal stakeholders
- Strong capabilities in building and maintaining constructive partnerships with stakeholders to build capacity and skills in community engagement
- Knowledge in, and ability to coordinate, digital engagement platforms and tools



- Knowledge in the application of quantitative social research and community engagement approaches and analysis, including an understanding of survey and engagement design and research methodologies
- Proficiency in managing time and setting priorities, planning own work to achieve a broad range of outcomes in the most efficient way possible, within a set timeframe

Desirable

- Previous experience in a local government role
- Project management experience
- Working knowledge of engagement operating systems
- IAP2 Certificate of Engagement

Key Relationships	
Internal	External
Executive Leadership Team Senior Leadership Team Councillors	Community Members and Groups Federal and State Ministers and Departments Consultants and other professionals Associations of Local Government Local Governments Other Local Government officers

The Way We Do Things

Respect



Integrity



Community



Excellence



Acknowledgement

Reporting Officer Name	Signature	Date
Name	Signature	Date