

Communications and Engagement Officer

POSITION DESCRIPTION

Position Number:	3733	Position Status:	Permanent Full Time
Portfolio:	Office of the CEO	Classification:	QLGIA (Stream A) Level 5 - Administrative Stream (Division 2, Section 1)
Business Unit:	Office of the CEO Management	Reports To:	Principal Advisor
Team:	Strategic Communications and Engagement	Revised:	September 2026

Human Resource Delegation:	Band NIL	Financial Delegation:	Band NIL
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General Position Statement:

This position supports Council's direction by contributing to achieve the organisations communication goals and the development, implementation and evaluation of Council's Community Engagement Framework, policy, guidelines and tools to improve the efficiency and effectiveness of stakeholder and community engagement and communication.

Specific Responsibilities:

This position has the following responsibilities:

1. Lead and deliver community and stakeholder engagement activities in line with Council's Community Engagement Framework to achieve effective project outcomes.
2. Develop and implement strategic engagement plans for major projects and corporate priority initiatives.
3. Plan, coordinate and facilitate community engagement activities, including forums, workshops, meetings and consultation events.
4. Build and maintain productive relationships with community members, Councillors, stakeholders and internal business units, tailoring engagement approaches to diverse audiences.
5. Analyse engagement data and support preparation of engagement outcomes reporting for stakeholders and/or elected members.
6. Manage and be responsible for maintaining Council's online engagement platform.



7. Develop and deliver communication and marketing initiatives, including promotional materials, media releases, media responses, social media management, event support and associated administrative functions.
8. Act as a role model for Council's values and behaviours at all times and display a high level of professional and ethical conduct.
9. Ensure a safe, healthy and inclusive work environment by complying with workplace health and safety legislation, Council's WHS Responsibility Statements and relevant policies and procedures.
10. Maintain clear and accurate records that support effective service delivery and reflect Council's commitment to transparency and good governance.
11. Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
12. Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements:

Skills/Competencies

1. Demonstrated expertise in community and stakeholder engagement, corporate communications and the delivery of effective customer-focused outcomes.
2. Strong communication, interpersonal and relationship management skills, with the ability to engage and collaborate with diverse community groups and stakeholders.
3. Proven ability to develop, implement and evaluate engagement plans, projects and programs, ensuring successful outcomes and continuous improvement.
4. Well-developed analytical, problem-solving and project management skills, including the ability to collect, interpret and report on qualitative and quantitative data.
5. Ability to create appropriate content for dissemination via media releases, social media, and website, and effectively utilise corporate systems, social media platforms and communication channels.
6. Highly organised and adaptable, with the ability to manage competing priorities in a fast-paced environment.

Mandatory Qualifications, Licences and Experiences

1. Appropriate tertiary qualifications in communications, social sciences or related discipline and/or extensive relevant industry experience.
2. Must possess and maintain a current Queensland "C" Class motor vehicle driver's licence.

Desirable Qualifications, Licences, and Experiences

1. Experience in a local government environment.
2. Knowledge of Livingstone Shire Council's commercial and business activity and community groups and events.
3. IAP2 or equivalent training in community engagement.



Actions

1. **Values and Behaviours** – Behaviour aligned with Council's Values and Behaviours.
2. **Customer Service** – Focus on our customer/s needs.
3. **Code of Conduct** – Behaviour aligned with Council's Code of Conduct.
4. **Safety** – Carry out your duties in a safe manner.
5. **Project Management** – Commit to Council's Project Management ethos.
6. **Human Rights** – Respect, protect and promote human rights in your decision-making and actions.

Physical Requirements

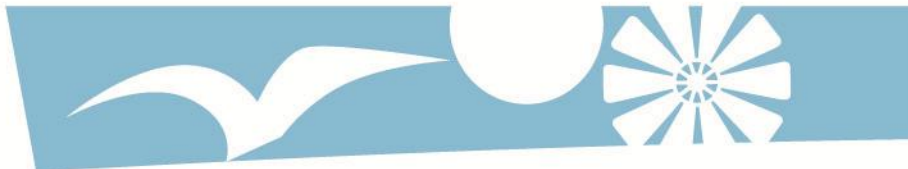
1. Ability to work in an office environment.
2. Ability to legally operate a motor vehicle under a "C" Class Licence.
3. Ability to complete a satisfactory Functional Capacity Evaluation, if required.
4. Provision of a satisfactory Criminal History Check – Police Certificate (Australia Wide Name Only Police Check), if required.

Delegations and Authorisations:

Financial, Administrative and HRM Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's knowledge library.





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SELECTION CRITERIA

Position Number:	3733	Position Status:	Permanent Full Time
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Team:	Strategic Communications and Engagement	Revised:	September 2026

Please address each of the selection criteria below in your application:

1. Relevant tertiary qualifications in communications, public relations, social sciences or a related discipline and/or extensive stakeholder engagement experience, together with a current Queensland 'C' Class Driver Licence.
2. Demonstrated experience in planning, delivering and evaluating community and stakeholder engagement activities and projects, including the development and implementation of engagement plans, analysis of engagement outcomes and preparation of reports to support informed decision-making.
3. Strong communication, facilitation and relationship management skills, with the ability to build and maintain productive relationships with community members, stakeholders, Councillors and internal business units, and engage effectively with diverse audiences.
4. Demonstrated ability to develop and deliver communication content across a range of channels, including websites, social media, media relations, and digital engagement platforms.
5. Demonstrated ability to manage multiple projects, competing priorities and deadlines in a fast-paced environment, while maintaining a high standard of accuracy, professionalism and customer service.

Suggested approaches to addressing selection criteria include:

Responses should be relevant and directly relate to the selection criteria.
Responses are generally no longer than one page per selection criteria.

You may like to take in account;

- Situation – Describe the situation you were in, including where it occurred and what the relevant environment was.
- Task – Describe the event/task that required resolution, what was required of you.
- Action – Describe what actions you took; how did you resolve the problem.
- Result – What was the outcome and how did your actions contribute to a positive result.

Use actual examples of what you have done that are relevant to each selection criteria. Include how well you did it, what you achieved, and how it relates to the requirements of this role.