



Communications and Engagement Officer

POSITION DESCRIPTION

Position Number:	3733
Portfolio:	Communities
Business Unit:	Community and Cultural Services
Team:	Communications and Engagement
Position Status:	Permanent Full Time
Classification:	QLGIA (Stream A) Level 5
Reports To:	Strategic Communications Lead Advisor
Revised:	September 2024

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. Collaborate with internal and external stakeholders to ensure adherence to Council's adopted *Community Engagement Framework* and facilitate high quality outcomes.
2. Develop and implement strategic stakeholder engagement plans of Councils Major Projects, and corporate priority projects.
3. Develop and execute scaled high impact engagement events such as forums, meetings, and workshops which are suited to the project.
4. Identify opportunities for collaborative community engagement of differing levels of complexity between specific localities, the general community, and Councillors and lead the process of engaging with stakeholders and interested parties.
5. Work closely and collaboratively with other business units to develop and maintain ongoing productive relationships by understanding stakeholder requirements and adapting engagement programmes to meet the needs of communities and decision makers.
6. Analyse engagement data and support preparation of engagement outcomes reporting for stakeholders and/or elected members.
7. Manage and be responsible for maintaining Council's online engagement platform.
8. Develop effective marketing, promotional and education materials (including research and copy writing).



9. Prepare timely and high-quality media responses and review advertising (corporate advertising including public notices, display advertisements and regular features).
10. Manage Council's social media channels to actively promote and respond to customers in regard to Council's engagement activities.
11. Assist the Communications and Marketing team to implement Events.
12. Undertake administrative duties relating to activities and events, demonstrating a high degree of judgement, initiative, confidentiality, and sensitivity.
13. Act as a role model for Council's Values and Behaviours at all times and display a high level of professional and ethical conduct.
14. Refer matters which may impact upon the business, Council and employees to the relevant Supervisor or Manager.
15. Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements:

Skills/Competencies

1. Demonstrated experience in community and stakeholder engagement and corporate communication.
2. Demonstrated experience and understanding of risk assessments and workplace health and safety requirements for staging activities and events.
3. Excellent communication (oral and written) and interpersonal skills relevant to the position with a strong focus on the provision of quality customer service.
4. Demonstrated ability to manage time and priorities and work collaboratively and autonomously in a fast paced high pressure, deadline driven environment. Demonstrated skills in high level problem solving.
5. Demonstrated ability to network and liaise with a diverse range of cohorts within the community.
6. Ability to write and implement effective engagement plans and procedures which lead a successful engagement project or activity.
7. Proven ability to collect, collate and analyse complex qualitative and quantitative data to identify and report on themes. Proven ability to plan, develop, initial, manage, monitor, review, and report on specific projects and programmes.
8. Ability to create appropriate content for dissemination via media releases, social media, website and other distribution channels.
9. Strong knowledge of Livingstone Shire Council business activities.
10. Ability to effectively operate Council's computer systems including Finance One, Council's corporate record management system, Pathway and the Microsoft Office Suite.

Mandatory Qualifications, Licences and Experience

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 Experience

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 and outdoor environment.
2. Ability to legally operate a motor vehicle under a "C" Class Licence.
3. Ability to complete a satisfactory Functional Capacity Evaluation.
4. Must be available to work the on-call roster if required.
5. Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).
6. Ability to work hours over weekends and at night as required for events and meetings.
7. During the course of normal duties the incumbent may be required to perform:
 - (a) constant dynamic standing/walking;
 - (b) frequent bilateral forward reaching;
 - (c) carrying and handling items;
 - (d) repetitive movements and occasional sustained bending and stooped positions;
 - (e) working in awkward postures, and occasionally in confined spaces; and
 - (f) constant static and dynamic balance.

Delegations and Authorisations:

Financial, Administrative and Human Resource Management 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.

Acknowledgement:

This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Acting General Manager Communities
Signature:	<i>Sonia Tompkinson</i>
Date:	2 September 2024
Present Incumbent:	
Signature:	
Date:	





TEAMWORK

- We are one Council, working seamlessly across the organisation to deliver the best outcomes for our community.
- We involve others to design solutions and inform decisions.
- We openly share knowledge and information.
- We care about each other and ask for, and accept, support when needed.
- We resolve issues and conflicting priorities in an open and constructive way.



COMMUNITY

- We are one community and make decisions with our whole community in mind.
- We engage with and listen to our community to understand their needs.
- We support our community to develop resilience and sustainability.
- We effectively and efficiently deliver high quality products and services.
- We respond quickly and constructively.



ACCOUNTABILITY

- We own our actions, successes and failures, and ensure we implement lessons learned.
- We take personal responsibility for everyone's safety.
- We manage and use Council's resources effectively and efficiently.
- We make and communicate decisions and rationale in a timely and inclusive manner and act with transparency.
- We are diligent in delivering on our commitments, and communicating issues early.



POTENTIAL

- We focus on being the best we can be and in-turn inspire others.
- We will be open to change and will pursue opportunities.
- We will continually seek to improve how we do things and build upon each other's ideas.
- We make time to seek and provide feedback to support each other.
- We encourage and support innovation and initiative.



POSITIVITY

- We inquire with curiosity, actively listen to others and are open to new perspectives.
- We approach issues looking for solutions.
- We remain calm and respectful when working through difficult situations.
- We focus on being open and adaptable.
- We invest in our physical and mental wellbeing.



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SELECTION CRITERIA

Position Number:	3733
Portfolio:	Communities
Business Unit:	Community and Cultural Services
Team:	Communications and Engagement
Position Status:	Permanent Full Time
Classification:	QLGIA (Stream A) Level 5
Reports To:	Strategic Communications Lead Advisor
Revised:	October 2024

1. Tertiary qualifications in Communications or Public Relations and/or extensive experience in community and stakeholder engagement and corporate communication including the ability to create appropriate content for dissemination via media releases, social media, website and other distribution channels.
2. Excellent communication (verbal and written) and interpersonal skills relevant to the position with a strong focus on the provision of quality customer service and the ability to write and implement effective engagement plans and procedures which lead a successful engagement project or activity.
3. Proven ability to collect, collate and analyse complex qualitative and quantitative data to identify and report on themes. Proven ability to plan, develop, initial, manage, monitor, review, and report on specific projects and programmes.
4. Demonstrated ability to manage time and priorities and work collaboratively and autonomously in a fast paced high pressure, deadline driven environment. Demonstrated skills in high level problem solving.
5. Possess and maintain a current motor vehicle drivers licence.

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.