



SORELL COUNCIL

POSITION DESCRIPTION

Position Title	Engagement Officer
Workgroup	Community Relations
Reports to	Manager Community Relations
Classification	6
Employee Status	Part - Time
Location	CAC

Primary Position Purpose

The **Engagement Officer** is responsible for the implementation of Council's Communication & Engagement Strategy and the development and delivery of Council's community and stakeholder engagement initiatives. The primary focus of the role is to work collaboratively and cooperatively with Council staff and committees to increase community confidence in Council.

Skill Based Classification Descriptors

The position is classified as a Level 6 the following skill descriptors apply to this level.

Authority & Accountability	May be responsible for providing a specialised/technical service and for completing work with elements of complexity. May make internal and external recommendations which represent the employer to the public and/or other organisations. Employees are accountable for the quality, effectiveness, cost and timeliness of the programs, projects or work plans under their control and for safety and security of the assets being managed.
Judgment & Problem Solving	Judgment and problem solving skills are required where there is a lack of definition requiring analysis of a number of options. Typical judgments may require variation of work priorities and approaches; some creativity and originality may be required. Guidance and counsel may be available within the time available to make a choice.
Specialist Skills & Knowledge	Employees have advanced knowledge and skills in a number of areas where analysis of complex options is involved.
Management Skills	May provide higher level supervision of groups of operational, administrative, trades or technical employees. Employees supervised may be in a number of different work areas, requiring motivation, monitoring, managing and co-ordination to achieve specific outputs. Positions may require an understanding and implementation of relevant employment policies and practices.
Interpersonal Skills	Skills to communicate with employees in lower levels and the public. Employees in this level are expected to write detailed and non-standard reports and correspondences in their field of expertise
Qualifications & Experience	Positions require working knowledge and experience of all work procedures for the application of technical, trades or administrative skills in the most complex areas of the job and suitable qualifications, which may include: (a) diploma or advanced diploma; or (b) appropriate in-house training or equivalent.

Key Responsibilities

Community and Stakeholder Engagement

- Building and maintaining meaningful community and stakeholder relationships that facilitate community outcomes.
- Implementation of Council's Communication & Engagement Strategy and contribute to the exploration and implementation of new ideas and innovations to support effective and contemporary engagement.
- Coordinate Council's Community Engagement program of activities (e.g. Community Conversations).
- Devise, coordinate, deliver and evaluate events, workshops and community consultation activities to maximise community and stakeholder engagement and feedback.
- Support the delivery of engagement activities for key projects and activities, as directed, in line with the organisational Communications and Engagement Strategy and to support the achievement of Council's strategic directions.
- Support individual staff and work groups in the development of engagement plans for projects, as directed.
- Lead the community engagement relating to the development of the Sorell Community Cultural Precinct and drive its activation.
- Coordinate and represent Council on Special Committees and Advisory Groups, including but not limited to Copping Hall Committee, Sorell Community Cultural Precinct Reference Committee, Seniors Advisory Group and Natural Resource Management Environmental Advisory Group (NRMEAG).
- Coordinate Council's Citizenship Ceremony program.

Council Functions and Events

- Assist the Community Development Coordinator to plan and deliver Council functions and events in accordance with Council's Community Plan and budget, including but not limited to:
 - Australia Day Awards Presentation
 - Seniors Week
 - Volunteer Recognition
 - Sorell Regional Art Prize and Exhibition
 - Other special events of Council as required (Governor's Municipal Tour, Launches/Openings etc).

Operational Responsibilities & Participation

- Contribute to the development and monitoring of the Operational Plan and KPI's.
- Management of relevant cost centres, including variance reporting and fees and charges.
- Monthly activity reporting.
- Oversee the implementation and review of relevant policies and strategies as required.
- Commitment to ongoing professional development in Community Engagement.

This role requires reasonable after-hours activities and overtime when required by business needs.

Position Dimensions

Key Relationships and Influences

Who	Why
Internal	
Customer Services	Work in partnership with Customer Service to ensure delivery of effective customer service.
Other positions/workgroups	To support the delivery of engagement activities for key projects and activities.
External	
People who live, work, or visit Sorell	This position delivers services that directly benefit our customers via Council's various customer contact channels.
Elected Council Members	This position provides support to Councillors who directly serve the people of Sorell.
NGO's, Community Organisations, Service Providers, Sporting Clubs, Committees.	Ensure effective, collaborative relationships and partnerships with other stakeholders to facilitate the exchange of information and to maintain positive relationships.

Resources and Budgets

Direct Reports	Nil	Financial Delegation & Reporting	In accordance with Council policies and procedures
Indirect Reports	Nil	Statutory Appointments	In accordance with Council policies and procedures
Total	Nil	Delegations	In accordance with Council policies and procedures

Organisational Accountabilities

Be familiar with and follow the **Council's Code of Conduct**. A copy of this is provided with your appointment letter or can be accessed on Council's Intranet.

Be familiar with and undertake all work in accordance with relevant policy and legislation, including:

- Council's Values
- Workplace Health and Safety (WHS) Legislation
- Anti-Discrimination Legislation
- Sorell Council Enterprise Agreements
- Document Management - The incumbent is required to use the TARDIS system to retain records and documents relating to Council business as part of their employment.
- Customer Service Charter - The incumbent is required to commit Council's Customer Service Charter and to consistently deliver all services with a focus on excellent customer service.
- Customer Relationship Management (CRM) systems
- Comply with all Health and Safety legislation.

Workplace Health & Safety

Ensure Health and Safety information is provided to the broader community as required. While at work, a worker must:

- Take reasonable care for his or her own health and safety.
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other people.
- Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act.
- Cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.
- Avoid, eliminate or minimize hazards within your control, and immediately report.
- Attend and actively participate in training programs provided in the interests of Health and Safety.
- Ensure accidents and near misses are reported as soon as reasonably practicable; and
- Ensure assessment and control of risk is managed in accordance with Council's Risk Management Framework.
- Complete Council's induction requirements

Record Management

Sorell Council uses a record management system, TARDIS (Total Administrative Record and Document Information System). All Council documents and records are a State legislated record controlled by the Tasmanian Archive & Heritage Office and are therefore required to be retained either on a temporary or permanent basis. All employees of Council are required to use the TARDIS system to retain records and documents relating to Council business as part of their employment.

Key Selection Criteria

Essential:

- Demonstrated ability to devise and implement engagement strategies and plans.
- Experience utilising a range of engagement tools and methods, including managing social media and online communications.
- Skill in devising, coordinating, delivering, and evaluating events, workshops, and community consultation activities to maximise engagement and gather valuable feedback.
- Ability to support staff and work groups in developing engagement plans for various projects, ensuring comprehensive and strategic community involvement.
- Persuasive communication skills with the ability to resolve issues and reconcile different points of view.
- Current driver's licence.

Desirable:

- Experience working in local government.

Authorisation

I hereby agree that this position description accurately reflects the work requirements.

Manager name			
Manager signature		Date	
Employee name			
Employee signature		Date	
GM Name			
GM Signature		Date	