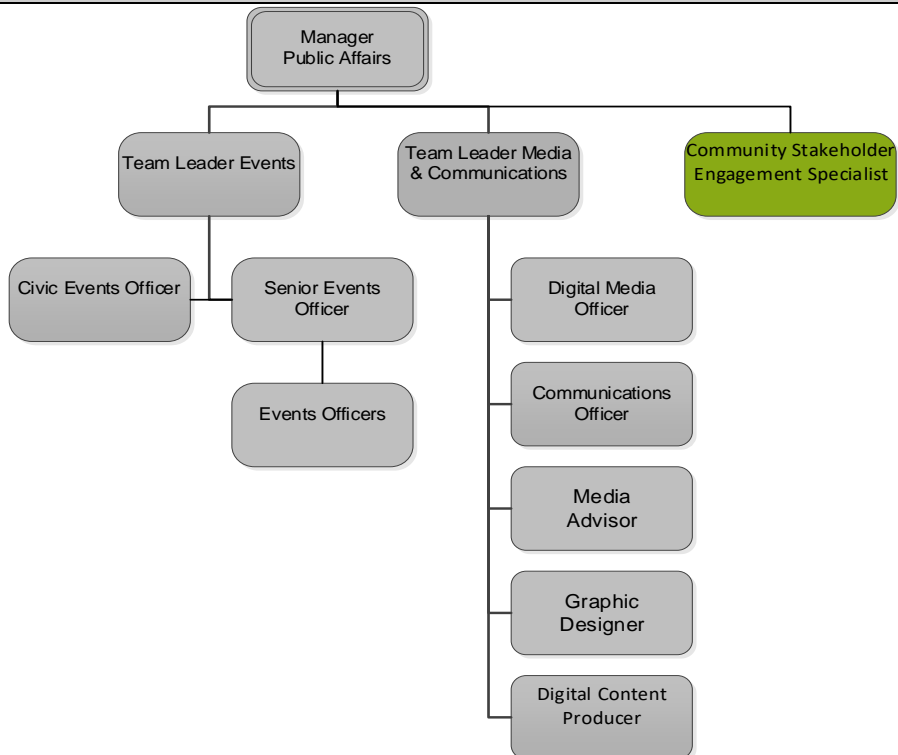


## POSITION DESCRIPTION

<b>Position Title</b>	Community & Stakeholder Engagement Specialist
<b>Position Number</b>	23100
<b>Division</b>	Sports, Community & Activation
<b>Branch</b>	Public Affairs
<b>Grade</b>	16
<b>Special Requirements</b>	Ability to work flexible hours( including after hours and/or weekends as required)
<b>Physical and Environmental Demands</b>	Manual handling
<b>Authorities</b>	As applicable and as delegated by the General Manager
<b>Key Direction/s</b>	Strong Local Leadership

### Reporting Structure



## Position Purpose

Provide coordination and oversight of external stakeholder engagement, and support to staff to deliver community engagement activities for Council. Actively advocate for best practice & innovative engagement in accordance with Camden's customer service charter.

## Key Result Areas

- **Community & Stakeholder Engagement Activities**
- **Council Relationships**
- **External Relationships**
- **Customer Service**
- **Corporate Core Values**

## Key Duties & Responsibilities

### Community & Stakeholder Engagement Activities

- Provide expert advice to internal customers on best practice and industry leading community & stakeholder engagement practices, initiatives, projects and tools.
- Design, develop and support the implementation of consultation strategies and initiatives to encourage active participation in stakeholder engagement.
- Research, explore and evaluate new and innovative opportunities, platforms and tools for community & stakeholder engagement for both in person and online engagement, making recommendations for their usage.
- Develop and manage Councils online engagement portal, content and online engagement activities.
- Develop and implement digital engagement strategies in partnership with the Digital Media Advisor.
- Work with specialist community engagement agencies to develop customised community and stakeholder engagement plans and strategies.
- Oversee the coordination of community engagement information and collateral for residents, community groups, businesses, and other stakeholders in the local community.
- Assist with the development of, and attend, engagement events if required
- Work with the People and Learning Team to ensure learning & development initiatives are available to build capacity in staff and increase their understanding of best practice community engagement.
- Generate, evaluate and analyse engagement reports, including providing updates on engagement activities and results to project managers and key stakeholders as required.
- Work with internal stakeholders on cross-collaboration projects and initiatives.
- Attend engagement activities outside normal hours and on weekends where required.
- Lead key engagement processes as directed.
- Other duties as directed.

### Council Relationships

- Establish and maintain effective working relationships with staff, including the Senior Management Team.
- Participate in and lead cross-organisational teams to deliver strategic outcomes.

### External Relationships

- Establish and maintain effective working relationships with residents and external stakeholders.

- Work collaboratively with key stakeholders to maintain a database of external stakeholders and engagement protocols and practices.

#### **Customer Service**

- Participate in the review, development and improvement of work systems and practices to enhance customer service and meet customer needs.
- Demonstrate a strong customer focus which is accurate, responsive, timely and courteous.

#### **Corporate Core Values**

- Continuously display Council's corporate core values of Leadership, innovation, partnership, commitment, safety and customer focus.
- Act in accordance with Council's Fraud and Corruption Prevention Policy and Plan at all times as Council will not tolerate fraudulent or corrupt practices by its own staff, contractors or others working for Council.

#### **WHS Responsibility**

- Implement, monitor and, or comply with Council's WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work instructions and associated systems tools in their relevant work area.

#### **Risk Management Responsibilities**

- To act at all times in a manner which does not place at risk the health and safety of anyone in the workplace.
- Responsible and accountable for taking practical steps to minimise Council's exposure to risks in so far as is reasonably practicable
- Must be aware of operational and business risks. Particularly:
  - understand and adhere to the principles of Risk Management within their job role;
  - assist Managers and Team Leaders in identifying risks and risk treatments in their job role;
  - provide input into various risk management activities;
  - report all emerging risks, issues and incidents to their manager or appropriate officer; and follow Council policies and procedures.

#### **Essential and Desirable Criteria**

##### **Essential**

- Tertiary qualifications (University Degree) in Communications, stakeholder engagement, Public Affairs or equivalent experience
- Demonstrated experience in community and stakeholder engagement (development and delivery)
- Demonstrated knowledge of traditional and emerging community engagement approaches
- Demonstrated ability to exercise high levels of autonomy, while at the same time working effectively in a team-based environment that is outcomes focused
- Effective project management skills
- Excellent written and verbal communication skills
- Ability to build and maintain effective working relationships across all levels of an organisation, government and with key stakeholders and members of the community
- Conflict resolution and negotiation skills
- A demonstrated understanding of cultural sensitivity and the unique engagement challenges that need to be addressed when operating in a diverse community.

**Desirable**

- IAP2 Certification in Engagement &/or Public Participation
- Experience in working in Local Government
- Experience in Public Speaking

**Prepared By**

Manager Public Affairs

**Date Prepared**

June 2021

I have read and understand the contents of the position description for my role and agree to work in accordance with the requirements of the position.

I understand that this position description may change with organisational requirements and the tasks and responsibilities outlined in the position description may vary from time to time.

**Employee Name:****Employee Signature:****Date:**