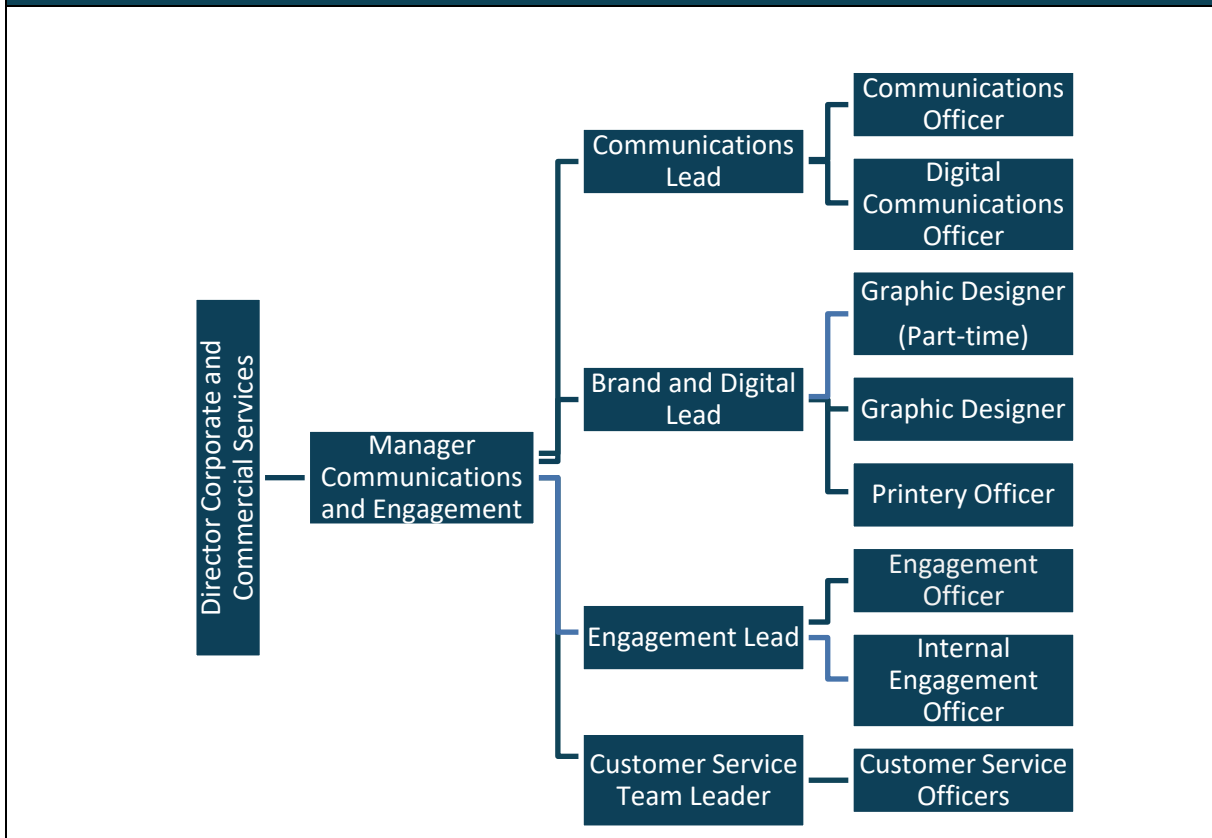


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|----------------------------|-----------------------------------|
| POSITION TITLE: | Internal Engagement Officer |
| POSITION NUMBER: | 2140 |
| DIVISION: | Corporate and Commercial Services |
| SECTION: | Corporate and Community Relations |
| GRADE: | 9 |
| DELEGATIONS: | See delegation register |
| POSITION FTE HOURS: | 35 |

PRIMARY PURPOSE

- The Engagement Officer will provide support and advice to their relevant area of internal engagement. This includes managing the delivery of effective community engagement strategies and processes.

SECTIONAL STRUCTURE



QUALIFICATIONS AND LICENCES

- Relevant qualifications in Communications or similar
- Current Driver's Licence
- Satisfactory Criminal Record Check

SKILLS AND EXPERIENCE

- Experience in a similar role
- High level communication skills both verbal and written including the capacity to interact with all levels of staff and the public while maintaining effective customer service and relationship management
- Demonstrated ability to work with a diverse range of stakeholders including the public, media, community organisations, local businesses and government departments
- Well-developed computer literacy skills in the use of a variety of computer software packages
- Demonstrated ability to model Council's key values and desired behaviours

KEY ACCOUNTABILITIES/DUTIES

Stakeholder Engagement (Internal)

- Ensure change management impacts are understood, communicated and managed appropriately as required
- Report/liase directly to members of Council's Executive Leadership Team and/or CEO when necessary
- Consider and analyse critical feedback from stakeholders and use initiative to problem solve and offer solutions
- Develop and implement initiatives to drive improvements to engagement strategies.
- Advise, guide and support Council employees with engagement initiatives
- Develop, organise and deliver engagement material and sessions.
- Develop and maintain accurate stakeholder databases. Lead the integration of these lists to improve the reach of Council consultation and engagement.
- Lead consultation and input of communications relating to all engagement strategies.
- Take initiatives to ensure relationships are maintained and Council's reputation is upheld
- Provide oversight to project teams on their engagement practices
- Work collaboratively with People & Culture to support and enhance internal engagement

Strategy and Systems

- Create and maintain a engagement strategy for your area of internal engagement.
- Review all communication methods relating to engagement and provide advice on updating templates and processes to relevant areas of Council
- Develop and/or support engagement strategies and approaches for key Council Projects
- Promote Innovation engagement programs across Council
- Manage Council's online engagement portal
- Schedule and Consolidate engagement programs where possible to widen and reduce costs
- Provide advice and assist with the development of the Community Strategic Plan

General

- Other duties as deemed necessary, to ensure the Engagement team is functioning effectively and efficiently
- Comply values and behaviours, and work health and safety responsibilities, as amended from time to time with Council's Code of Conduct, relevant policies and procedures,

Position Capabilities

The Orange City Council Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in our council. The full information regarding these Capabilities is available [here](#). The focus capabilities for this position are:

| Group | Capability |
|---------------------|---|
| Personal Attributes | <p>Manage Self - Coaches "Shares It" <i>Show drive and motivation, an awareness of strengths and weaknesses, and a commitment to learning.</i></p> <ul style="list-style-type: none"> • Initiates action on team/unit projects, issues and opportunities • Accepts and tackles demanding goals with drive and commitment • Seeks opportunities to apply and develop strengths and skills • Examines and reflects on own performance • Seeks and responds well to feedback and guidance |
| | <p>Ownership - Coaches "Shares it" <i>Take responsibility and ownership of work and delivering to quality standards.</i></p> <ul style="list-style-type: none"> • Is prepared to make decisions within own level of authority • Takes an active role in managing issues in the team • Coaches team members to take responsibility and follow through • Identifies and manages other risks in the workplace |
| Relationships | <p>Communicate and Engage - Coaches "Shares it" <i>Communicate clearly and respectfully, listen, and encourage input from others.</i></p> <ul style="list-style-type: none"> • Tailors content, pitch and style of communication to the needs and level of understanding of the audience • Clearly explains complex concepts and technical information • Adjusts style and approach flexibly for different audiences • Actively listens and encourages others to provide input • Writes fluently and persuasively in a range of styles and formats |
| | <p>Customer Focus - Coaches "Shares it" <i>Commit to delivering customer focused services in line with strategic objectives.</i></p> <ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer-focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services |

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|------------------|--|
| Results | <p>Deliver Results - Coaches "Shares it" <i>Achieve results through efficient use of resources and a commitment to quality outcomes.</i></p> <ul style="list-style-type: none"> • Takes responsibility for the quality and timeliness of the team's work products • Ensures team understands goals and expectations • Shares the broader context for projects and tasks with the team • Identifies resource needs, including team, budget, information and tools • Allocates responsibilities and resources appropriately • Gives team members appropriate flexibility to decide how to get the job done |
| Technical | <p>Information and Technology - Coaches "Shares it" <i>Use technology and information to maximise efficiency and effectiveness.</i></p> <ul style="list-style-type: none"> • Selects appropriate technologies for projects and tasks • Identifies ways to leverage the value of technology to achieve outcomes • Ensures team understands their obligations to use technology appropriately • Ensures team understands obligations to comply with records, information and knowledge management requirements |

CORPORATE VALUES

As a values-based organisation, Council demonstrates its values through workplace behaviours. These behaviours provide a framework for staff to model behaviour across the organisation. Underpinning the behaviours is the Orange City Council Code of Conduct. Council's corporate values are listed below:

- **Respect** – is honest and respectful towards others and works as part of a team
- **Ownership** - takes responsibility for actions
- **High Performance** - pursues performance excellence and continually looks for improvement
- **Customer Focus** - demonstrates a customer focused approach towards internal and external customers
- **Safety** - works safely, in accordance with Council's Work Health and Safety policy and procedures
- **Diversity** – Champion a diverse and inclusive workplace
- **Leadership** – Council encourages all its employees to lead by example and role model our values. Leaders also need to ensure they provide constructive feedback and encourage high performance by coaching, developing, recognising and managing people effectively

WORK HEALTH AND SAFETY RESPONSIBILITIES

All employees are responsible for Work Health and Safety (WHS) for Orange City Council and their duties include:

- Complying with Council’s WHS policies and procedures
- Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others
- Reporting any potential hazards, incidents or injuries to their Supervisor and WHS Team within 24 hours
- Participating in any applicable WHS consultation arrangements
- Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace
- Correctly using all personal protective equipment
- Complying with emergency and evacuation procedures and site rules if applicable
- Provide a safe workplace, with ultimate responsibility for ensuring due diligence and compliance under Work Health and Safety including WHS responsibilities as defined in the Orange City Council Work Health and Safety Management Policy (OP 84)

GENERAL

- The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.
- The Position Description links to the overall organisational Delivery/Operational Plan which ties into an employees’ key performance indicators (KPIs) as part of their annual performance review.
- Position descriptions may be amended from time to time in accordance with business needs and in consultation with the incumbent of the position.

I acknowledge that I have read and understood the duties, responsibilities and delegations of the position as outlined in the above Position Description

| | |
|-------------------------|--|
| NAME OF EMPLOYEE | |
| SIGNATURE | |
| DATE | |