

## Position Description

### Community Engagement Officer

#### Position profile

<b>Business Unit</b>	Community Life	<b>Position number</b>	P10929
<b>Department</b>	General Managers Unit	<b>Status</b>	Permanent Full time
<b>Salary group</b>	Grade 10	<b>Date endorsed</b>	January 2024
<b>Reports to</b>	Manager Communications & Engagement		

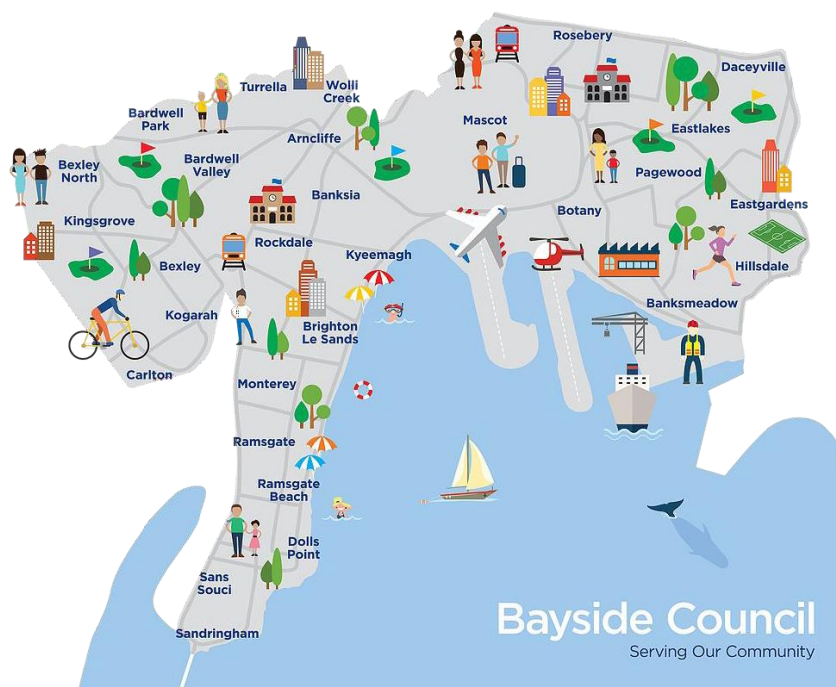
#### Overview

Bayside Council is an exciting place to work, live and play. The Bayside Council area covers approximately 50 square kilometres and over 160,000 people call Bayside home.

Bayside Council is the gateway to Sydney's south. With significant state infrastructure within our boundaries and key transport corridors between Port Botany, Sydney Airport and greater Sydney, change is everywhere and so are the opportunities.

By working together, we are making a difference across our Council, creating a great future.

This is an exciting opportunity for an innovative, customer centric and outcomes focused individual to be part of a modern, dynamic organisation that serves the Bayside community well.



## Values

The following values were developed by Bayside Council employees and underpin our shared commitment in delivering our vision for the future.

The values guide us and define how we strengthen our working environment to deliver on the aspirations of our community.

- **Visionary Leadership** - We are all leaders - decisive, outward focused and forward thinking, setting the vision for Bayside Council today and into the future
- **Empowered People** - We are courageous and innovative - committed to making a difference in our work
- **Meaningful Relationships** - We support and invest in each other - creating a strong collaborative culture
- **Exceptional Service** - We go above and beyond - delivering an outstanding customer experience every time

## Primary purpose of the role

The Community Engagement Officer will support the Coordinator to deliver Council's community engagement services.

The role contributes to the provision of strategic advice and guidance to all areas of Council in the development of high quality community engagement initiatives. Projects can be complex and include some that are both high profile and high impact.

## Key accountabilities

Within the area of responsibility, this role is required to:

- Assist in the delivery of best practice Community Engagement Strategy and Framework that ensures the community can participate in planning and decision making in projects which affect their local area.
- Support the Coordinator by researching engagement projects to ensure projects are well informed, delivered on time and within budget.
- Work with staff from other parts of Council to assist in embedding an organisational culture of best practice community engagement.
- Update Councils digital engagement platforms, utilising digital media acumen.
- Assist the Coordinator in identifying and resolving issues to ensure delivery of timely and high quality online and face to face community engagement services.
- Promote the positive and collaborative culture and values of the organisation through open, fair and transparent decision making and ethical, professional behaviour.

## Key challenges

- Working across Council to provide a consistent approach to Community Engagement activities
- Be aware of community expectations, staffing and resources and government requirements in a politically sensitive environment.
- Assist in delivering value for all stakeholders in an ethical, social and environmentally responsible manner.

## **Role Dimensions**

### **Decision Making**





- Guided by Council-agreed strategic plans, statutory guidelines and relevant legislation.
- Determine day-to-day priorities in line with approved budget and Council plans.

### **Essential Requirements**

- Preferred requirements: IAP2 Certificate or willingness to undertake
- Relevant tertiary or other qualifications recognised by relevant professional membership bodies and/or relevant experience
- Current Drivers Licence Class C
- Flexibility to work across varied hours and various locations as required.

## Competency summary

Below is the full list of competencies adapted from the NSW Public Sector Capability Framework and the level required for this role. The competencies in bold are the focus competencies for this role. Refer to the next section for further information about the focus competencies.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	<b>Act with Integrity</b>	<b>Foundational</b>
	<b>Manage Self</b>	<b>Adept</b>
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Adept</b>
	Work Collaboratively	Intermediate
	<b>Influence and Negotiate</b>	<b>Intermediate</b>
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

## Focus Competencies

The focus competencies for the role are the competencies in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Act with Integrity	Foundational	<ul style="list-style-type: none"> <li>Behave in an honest, ethical and professional way</li> <li>Take opportunities to clarify understanding of ethical behaviour requirements</li> <li>Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role</li> <li>Speak out against misconduct, illegal and inappropriate behaviour</li> <li>Report apparent conflicts of interest</li> </ul>
<b>Personal Attributes</b> Manage Self	Adept	<ul style="list-style-type: none"> <li>Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>Show commitment to achieving challenging goals</li> <li>Examine and reflect on own performance</li> <li>Seek and respond positively to constructive feedback and guidance</li> <li>Demonstrate a high level of personal motivation</li> </ul>
<b>Relationships</b> Commit to Customer Service	Adept	<ul style="list-style-type: none"> <li>Take responsibility for delivering high quality customer-focused services</li> <li>Understand customer perspectives and ensure responsiveness to their needs</li> <li>Identify customer service needs and implement solutions</li> <li>Find opportunities to co-operate with internal and external parties to improve outcomes for customers</li> <li>Maintain relationships with key customers in area of expertise</li> <li>Connect and collaborate with relevant stakeholders within the community</li> </ul>
<b>Relationships</b> Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> <li>Utilise facts, knowledge and experience to support recommendations</li> <li>Work towards positive and mutually satisfactory outcomes</li> <li>Identify and resolve issues in discussion with other staff and stakeholders</li> <li>Identify others' concerns and expectations</li> <li>Respond constructively to conflict and disagreements</li> <li>Keep discussion focused on the key issues</li> </ul>
<b>Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>Research and analyse information, identify interrelationships and make recommendations based on relevant evidence</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>• Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options</li> <li>• Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• Apply computer applications that enable performance of more complex tasks</li> <li>• Apply practical skills in the use of relevant technology</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Understand and comply with information and communications security and acceptable use policies</li> <li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li> </ul>

## Corporate Obligations

<b>Budget</b>	Council adopted budget for financial year.
<b>Delegations</b>	Decisions associated with this position are to be made in accordance with the Delegations of Authority approved by the General Manager.
<b>Risk Management</b>	Adhere to Council's risk management framework.
<b>Integrated Management Systems</b>	Continually review policies, procedures & processes to increase organisational effectiveness and efficiency and create a culture of innovation and continuous improvement.
<b>Workplace Health and Safety</b>	<p><b>Workers</b> have overall responsibility, accountability and authority to ensure their workplace is a healthy and safe workplace for all workers and will have the following work health and safety (WHS) responsibilities:</p> <ul style="list-style-type: none"> <li>• Participate in the implementation of WHS information within Council's Safety Management System (SMS)</li> <li>• Participate in consultation of WHS issues in their area of responsibility and WHS reporting, risk assessment and incident investigations</li> <li>• Develop the necessary knowledge and skills to effectively enable you to carry out your WHS responsibilities that are assessed through KPIs noted in your Individual Work Objectives</li> <li>• Wear personal protective equipment and follow safe work procedures, where relevant</li> <li>• Report all hazards, near misses, and incidents as soon as practical to Manager, Coordinator or Team Leader and no later than 24 hours following the event, and</li> <li>• Participate in incident investigations and risk assessments within 24 hours of notification.</li> </ul> <p><b>INDOOR EMPLOYEE:</b></p> <p>To be aware of appropriate procedures in relation to safe manual handling techniques when undertaking work tasks, including:</p> <ul style="list-style-type: none"> <li>• Lifting/moving files, storage boxes etc,</li> <li>• Moving equipment for set up and storage,</li> <li>• Moving tables and chairs for meetings or training,</li> <li>• Sitting and working posture when in meetings and at the workstation.</li> </ul>
<b>Code of Conduct</b>	All staff are required to adhere to the Code of Conduct and associated policies, including, but not limited to Gifts and Benefits policy; Secondary Employment policy; Public Interest Disclosure policy; and Bullying & Harassment Prevention policy.
<b>Customer Service</b>	Provide quality customer service to external and internal customers in accordance with Council's values, policies and procedures.
<b>Records Management</b>	Comply with Council's Records Management policies, procedures and guidelines.

<b>Disclosures of Interest</b>	Disclose pecuniary interests (if a designated person in accordance with s 441 of the Local Government Act 1993).
<b>Equal Employment Opportunity</b>	Comply with EEO based legislation and Council's policies, procedures and guidelines.

<b>HUMAN RESOURCES USE</b>	
Does this position fall under the definition of child related employment?	<b>No</b>
Does this position require incumbent to undergo criminal reference check?	<b>No</b>
Does this position require incumbent to demonstrate good driving record or possess a specific licence?	<b>Yes</b>
<b>Specify licence:</b> Class C Drivers Licence	<b>Yes</b>
Will incumbent need to make disclosure of pecuniary interest?	<b>No</b>
Could there be a conflict of interest with secondary employment?	<b>Yes</b>