

Position Description

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| Position Title | Engagement Officer |
| Directorate | Community Development |
| Business Unit/s | Community Safety |
| Reports to | Team Leader Engagement |
| Classification | Level 6 – Inside Workforce Agreement |

Organisational Overview

The City of Stirling is located eight kilometres north of Perth’s central business district and covers an area of around 100 square kilometres from Scarborough, Trigg, and North Beach in the west to Balga and Inglewood in the east, and from Beach Road in the north to Herdsman in the south.

The City is the largest local government by population in WA with over 220,000 residents. We provide more than 200 services to our thriving community, including recreation centres, libraries, home and community care, safety, and events.

The City has a workforce of around 1200 people and a genuine commitment to invest in our employees to achieve an inclusive, diverse, engaged, and capable workforce. The City is recognised for supporting work-life balance through a wide range of flexible work options and offering a range of policies and benefits to create opportunities and an enjoyable and fulfilling employment experience.

Organisational Vision, Mission Statement and Values

Vision

A sustainable City with a local focus.

Mission Statement

To serve our community by delivering efficient, responsive, and sustainable service.

Values

The City of Stirling’s core values are:

- Approachable
- Responsive
- Transparent
- Innovative

Reporting Relationships

This position reports to the Team Leader Engagement.

Position Overview

- Deliver engagement programs and activities to support the functions of Community Safety, including Ranger and Patrol Services, to deliver on the City's strategic objectives as follows:
 - Our Communities - 1.3 Work with the community to create a safer City.
- Support the cocreation and delivery of fit for purpose community programs which concentrate on three primary areas – community engagement, program delivery, and the promotion and marketing of relevant initiatives.
- The City will be a leader in community safety, addressing crime and antisocial behaviour and working with the community to make people feel safer, visiting and working in the City of Stirling.

Position Objectives

Operational

- Delivery of community engagement activities and programs to increase awareness of the services provided by the Community Safety to residents, ratepayers, and local businesses.
- Delivery of community events aimed to engage with the community on relevant community safety issues.
- Carry out event duties including coordinating attendance of relevant City officers and providing presentations to community groups where required.
- Support the creation of partnerships with local schools and promote, implement, and facilitate the provision of City presentations to school children where required.
- Represent Community Safety through attendance at events organised by external stakeholders, utilising Community Safety resources to address Community Safety issues.
- Deliver the Adopt-A-Park program to increase natural surveillance and reduce damage and vandalism within the City of Stirling's parks and reserves, including the creation of customer requests.
- Assist in the evaluation and the identification of initiatives for program development and improvement.
- Facilitate and coordinate the development of advertising and marketing campaigns to promote community safety issues across the City.
- Identify relevant community safety initiatives for promotion and in collaboration with the Team Leader Engagement develop content for use in electronic, printed, and other mediums including social media.
- Contribute to the development and dissemination of the Community Safety eNewsletters.
- Liaise with the WA Police Force and the WA Police Community Engagement Division to promote joint initiatives and programs.
- Research and identify opportunities for promotional merchandise.
- Maintain the engagement events calendar and activity tracker.
- Collaborate with the Team Leader Engagement to develop, review and coordinate Community Safety marketing collateral (brochures and flyers).
- Support all aspects for the delivery of a large-scale annual community safety event.

Continuous Improvement

- Proactively generates and implements creative and innovative ideas and solutions.
- Leverages learning's and root-cause analysis to facilitate continuous improvement and improve internal understanding of customer needs to enhance performance.
- Establishes effective complaint resolution processes and measures effectiveness.

Corporate Responsibilities

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Observe all safe working practices and work as directed by your supervisor.
- Ensure that you take reasonable care to ensure your own safety and health at work and that of others.
- Takes responsibility for and actively promotes the importance of the City's Risk Management processes, encouraging others to apply it and achieve positive results from it throughout their work.
- Understand the principles of customer service and undertake duties and responsibility in accordance with the City's Customer Service Charter.
- Undertake duties and responsibilities in accordance with corporate policies, management practices and procedures and demonstrate expected behaviours aligned with the City's Code of Conduct.
- Perform other duties as directed.

Selection Criteria

| Qualifications/Education Level | |
|--|-----------|
| Tertiary qualification in a relevant or related field and/or demonstrated relevant experience. | Essential |
| Knowledge, Skills, Experience & Abilities | |
| Highly developed written and verbal communication skills. | Essential |
| Highly developed conflict resolution, networking, and negotiation skills. | Essential |
| High-level customer service skills including the ability to liaise effectively and courteously with internal and external customers. | Essential |
| Ability to work autonomously and collaboratively. | Essential |
| Ability to organise and prioritise tasks, duties, and workloads to meet varying deadlines. | Essential |
| Previous experience working in crime prevention and community safety environments. | Essential |
| Proven experience in program management and event coordination, with the ability to manage multiple tasks and adhere to deadlines. | Desirable |
| Experience in marketing and promotional activities for educational purposes | Desirable |

| Other | |
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| National Police Clearance (under 3 months). | Essential |
| Current Driver's Licence | Essential |
| Current Working with Children Check. | Essential |

Office use only

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| Position Creation Date | Date | Officer | |
| Last reviewed/Modified | Date | Officer | Manager Community Safety |