

Position Description

Position Title	Community Insights Officer
Position Number	TBA
Directorate	Community Development
Business Unit/s	Community Engagement
Reports to	Head of Community Engagement
Classification	Level 8 – Inside Workforce Agreement

Organisational Overview

The City of Stirling (the City) 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 243,000 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 1,500 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:



Reporting Relationships

This position reports to the Head of Community Engagement.

Business Unit Objective

The Community Engagement team is responsible for:

- Leading the planning, coordination, and management of City community engagement projects, research and programs
- Support community engagement best-practice, training, community insights and capability-building
- Drive a vision for everyone to get involved in shaping what it means to be 'a local'
- Embed the City's Locally led Stirling approach into operational and strategic decision-making processes to ensure we listen and respond with a local focus.

Position Overview

The Community Insights Officer leads in the City's journey to combine and analyse community engagement and other data to understand context, develop insights and embed evidence-informed project design and decision-making into organisational practice.

The Community Insights Officer works closely with internal cross-disciplinary teams and external stakeholder networks to understand the City and their needs through facilitated community engagement.

This position plays a key coordination, influencing and enabling function, designing and managing projects shaping our City. The delivery of community insights is achieved by sharing information, facilitating communication, and identifying opportunities to streamline the delivery of activities, services, and projects.

Position Objectives

Community Engagement

To develop and maintain a contemporary Community Engagement approach, in the context of the City.

- Manages, implements, maintains, and periodically reviews the City's endorsed community engagement model, including the development and implementation of plans and any other community engagements documents as required.

- Identify the unique character and community insights of local areas in partnership with local people and undertake regular reviews of Suburb profiles and pages, Local Focus Plans.
- Champion and embed the City's locally led approach through formal (i.e. collective, working groups, meetings, strategic reviews), community insights (i.e. data to understand content, insights and evidence-informed decision-making) and informal (i.e., conversations) formats with internal stakeholders.
- Partner with internal stakeholders to ensure evidence-informed local issues shape how City projects and informing documents align with the locally led approach, including the Integrated Planning Reporting Framework.
- Design, collect, evaluate, and report on data and benchmarks relating to the impact of activities on local areas and how these are being developed and activated.
- Manage the City's various locally led grant and funding programs.

To position the City as a leader in locally led practices, evidence-informed principles, and internal system improvements.

- Implement best practice locally led principles across the City, including support of local teams and community strengthening, with reportable outcomes.
- Model and champion change initiatives within the organisation to achieve evidence-informed project design and decision-making into organisational practice.
- Identify engagement opportunities to improve organisational behaviour and deliver positive locally led outcomes.
- Identify opportunities to celebrate success both internally and externally to promote the City's local focus agenda.

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.
- Undertake duties and responsibilities in accordance with corporate Policies, Management Practices and Procedures and demonstrate expected behaviours aligned with the City's Values and Code of Conduct.
- Observe all safe working practices in accordance with relevant Policies, Management Practices and Procedures.
- Contribute to the achievement of corporate objectives by ensuring that stakeholders are responded to in a professional and timely manner.
- 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.
- Undertake duties and responsibilities in accordance with the City's Customer Service Charter
- Undertake Community Engagement where required, to optimise trust, inform decision-making, share knowledge, and strengthen relationships with the community in accordance with the City's Community Engagement Policy.
- Perform other duties as reasonably directed.

Selection Criteria

Qualifications/Education Level	
Relevant tertiary qualification (or demonstrated relevant work experience that could be equated to tertiary qualifications) in relevant discipline to demonstrate best practice community insights and/or community engagement.	Essential
Knowledge, Skills, Experience & Abilities	
Strong knowledge of current principles and practices of community engagement and data insights, with demonstrated recent outcomes or extensive relevant experience	Essential
Strong interpersonal skills, including outstanding negotiation and conflict management skills, and a proven ability to build constructive, ongoing professional relationships with our stakeholders	Essential
Ability to achieve evidence-informed community insights outcomes aligned with internal processes and strategies.	Essential
Ability to identify and manage internal and external stakeholders to strengthen the organisation's application of data and insights to project design and decision-making	Essential
Strong understanding of and ability to work with multicultural, non-English speaking and Aboriginal and Torres Strait Islander cultures.	Essential
Self-motivated and work independently to achieve objectives as well as being a collaborative, engaged team player.	Essential
Ability to adopt a solutions-focused mindset that identifies ways to overcome barriers quickly.	Essential
Experience in data analysis to understand context, develop insights and embed evidence-informed project design and decision-making or community/stakeholder	Essential
Experience working in a Local Government environment.	Desirable
Other	
National Police Clearance (under 3 months).	Essential
Current Driver's Licence	Essential

Office use only

Position Creation Date	Date	23 March 2017	Officer	Coordinator Arts and Activation
Last reviewed/Modified	Date	14 November 2025	Officer	Head of Community Engagement