

Position Description

Position Title	Community Connector
Directorate	Community Development
Business Unit/s	Community Engagement
Reports to	Senior Community Engagement Officer
Classification	Level 7 – 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 1,400 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

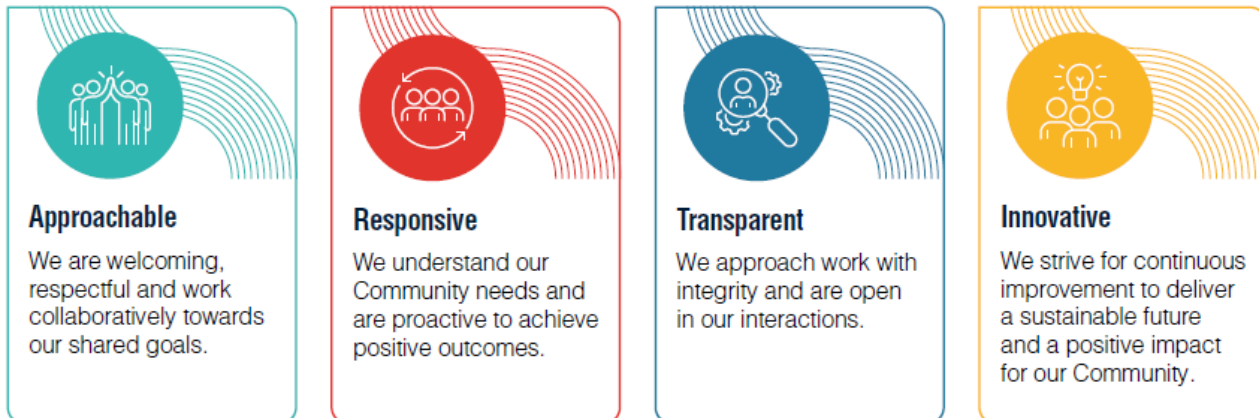
A sustainable City with a local focus.

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 Senior Community Engagement Officer.

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 Connector supports the delivery of meaningful, locally led community engagement that contributes to a safer, more connected City. The role works alongside the City's Community Safety functions and internal and external partners to strengthen relationships, increase awareness of community safety services, and ensure voices and lived experience help shape programs, services and initiatives.

The Community Connector acts as a vital link between the City, local communities and key stakeholders. Through relationship-building, communication and coordination, the role translates community insights into practical, locally led outcomes that support safety, wellbeing and a stronger sense of belonging across the City of Stirling.

Working closely with Community Safety services, including Rangers, Community Patrol and Emergency Management, the Community Connector supports the planning and delivery of engagement activities that inform, involve and empower residents to contribute to a safer place to live, work or visit.

The Community Connector also supports the practical delivery of community engagement activities within Community Safety, including attending events, supporting outreach and awareness initiatives, representing the City at community forums, and contributing to communications that improve understanding of Community Safety services. The role supports evaluation and continuous improvement of engagement activities and contributes to the coordination of key Community Safety initiatives, including the annual Community Safety events.

Position Objectives

Community Connection & Engagement

To support locally-led community engagement, ensuring community insight, relationships and lived experience inform programs, services and initiatives.

- Support the application of the City's endorsed community engagement model within Community Safety activities, including contributing to engagement plans and documentation as required.
- Work with local communities to understand the unique character, issues and opportunities within neighbourhoods relevant to Community Safety.
- Champion the City's locally-led approach through both formal (e.g. working groups, meetings) and informal (e.g. conversations, outreach) engagement with internal stakeholders.
- Partner with internal teams to ensure local community perspectives help shape Community Safety projects and supporting documents.
- Collect and share community feedback, insights and qualitative data to support evaluation and continuous improvement of engagement activities.
- Support the delivery of locally-led initiatives, including contributing to grants or funding programs where relevant to Community Safety.

Positioning the City as a Leader in Locally-led Practice

To support the City's locally-led agenda through practical, place-based engagement and collaboration.

- Apply best-practice locally-led principles within Community Safety engagement activities and programs.
- Support change initiatives by modelling collaborative, community-centred behaviours in day-to-day work.
- Identify engagement opportunities that strengthen relationships, improve ways of working and deliver positive local outcomes.
- Contribute to celebrating and sharing locally-led successes within Community Safety, both internally and externally.

Relationships and Stakeholder Management

To build and maintain strong relationships that support neighbourhood safety outcomes.

- Develop and maintain an up-to-date stakeholder contact list for assigned Community Safety portfolios or local areas.
- Build trusted relationships with local people and organisations, including Town Teams, community organisations, sporting clubs, neighbourhood groups, residents, businesses and government agencies.
- Participate in formal and informal information-sharing with internal colleagues to support collaboration and alignment.
- Facilitate two-way flows of information and feedback between the City and external stakeholders.
- Use influencing and negotiation skills to support mutually beneficial outcomes aligned with Community Safety objectives.
- Support the use of best-practice community and stakeholder engagement techniques.

Interdisciplinary Teamwork

To support collaboration across teams to achieve locally-led Community Safety outcomes.

- Contribute to locally-led working groups relevant to Community Safety, in accordance with agreed terms of reference.
- Champion local engagement capability within Community Safety and support colleagues to build confidence and understanding.
- Provide advice and support to internal stakeholders, including Directors and Elected Members, on community engagement matters related to Community Safety.
- Identify opportunities to align activities and resources across teams to support shared local outcomes.

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.
- 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 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 neighbourhood and/or stakeholder/community engagement.	Essential
Mandatory Certificates, Licences, Tickets, Memberships, Registrations	
Current Working with Children Check.	Essential
Knowledge, Skills, Experience & Abilities	
Strong knowledge of current principles and practices of place management, community engagement and stakeholder engagement, with demonstrated recent outcomes.	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 on-the-ground outcomes aligned with internal processes and strategies.	Essential
Ability to identify and manage internal and external stakeholders to achieve neighbourhood outcomes using evidence-based research.	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 a place management/planning/activation or community/stakeholder engagement position.	Essential
Experience working in a Local Government environment including previous experience working in crime prevention and community safety environments.	Desirable
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	
National Police Clearance (under 3 months).	Essential
Current Driver's Licence	Essential

Office use only

Position Creation Date	Date	Officer	
Last reviewed/Modified	Date March 2026	Officer	Head of Community Engagement