

Position Description

Position Title	Community Engagement Officer
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

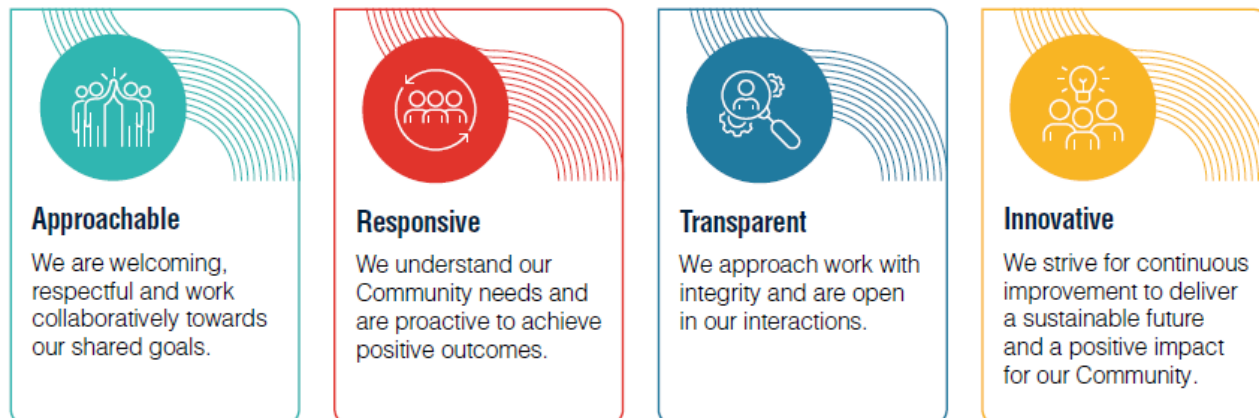
A sustainable City with a local focus.

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 and programs
- Support community engagement best-practice, training, 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 Engagement Officer leads in the City's journey to develop a locally-led engagement approach as champions engaging in the City's local areas. The Community Engagement Officer works closely with internal cross-disciplinary teams and external stakeholder networks to understand the City and their needs by enabling community engagement through collaboration identifying local priorities, challenges and what works.

This position plays a key coordination, influencing and enabling function, and is a vital conduit between the City, the community, and other external stakeholders. The delivery of locally-led outcomes 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 of plans and any other community engagements documents as required.
- Identify the unique character of the local area in partnership with local people and undertake regular reviews of Suburb pages and Local Focus Plans.
- Champion and embed the City's locally-led approach through formal (i.e., collective, working groups, meetings, strategic reviews) and informal (i.e., conversations) formats with internal stakeholders.
- Partner with internal stakeholders to ensure 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 performance of the City's Suburbs and how these are being developed and activated. Periodically review and update the success criteria.
- Manage the City's various locally-led grant and funding programs.

To position the City as a leader in locally-led practices, 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 local outcomes and targets.
- 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.

Relationships and Stakeholder Management

To cultivate and leverage relationships with internal and external networks to achieve neighbourhood outcomes.

- Develop and maintain an up-to-date external stakeholder engagement list for your assigned local area to guide the City's engagement approach and focus our efforts.
- Develop relationships and establish regular channels of proactive communication with invested local people including but not limited to Town Teams, community organisations, sporting clubs, neighbourhood groups, residents, local businesses, government agencies, internal stakeholders, as identified.
- Participate in formal and informal information-sharing opportunities with internal colleagues and identify opportunities for collaboration and streamlining to achieves neighbourhood outcomes.

- Ensure two-way flows of relevant local information and feedback between the City and external stakeholders.
- Facilitate discussions and use influencing and negotiation skills to secure mutually beneficial neighbourhood outcomes for the City and external stakeholders.
- Ensure the City undertakes best practice stakeholder and community engagement techniques.
- Interdisciplinary teamwork
- Oversee and influence how City's resources and projects play a key role in shaping how interdisciplinary project teams achieve agreed local outcomes.
- Coordinate and advise Locally-led Stirling working groups structure in accordance with the Terms of Reference.
- Champion local engagement and capability within the organisation, across a maturity index from understanding, through to mastery
- Provide formal and informal support and advice to Directors and Elected Members as required.
- Have oversight across all City projects, and advocate for aligning or focusing resources to achieve mutually beneficial local outcomes.

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
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.	Desirable
Other	
National Police Clearance (under 3 months).	Essential
Current Driver's Licence	Essential

Office use only

Position Creation Date	Date	March 2017	Officer	Coordinator Arts and Activation
Last reviewed/Modified	Date	May 2024	Officer	Head of Community Engagement