



Position Details

Position title:	Engagement Advisor
Award Classification:	Band 7
Department:	Communications and Governance
Division:	Governance and Performance
Date Approved:	July 2026
Approved By:	Director Governance and Performance

Organisational Relationships:

Reports To:	Head of Stakeholder Engagement
Supervises:	N/A
Internal Stakeholders:	Council Employees and Managers, Executive Team and Councillors
External Stakeholders:	Residents, members of the public, government representatives, statutory authorities, clients, suppliers, consultants and contractors.

Position Objectives

- Help Council to engage with the community in a meaningful way to gather data and evidence needed to inform Council's decision-making.
- Implement activities in line with Council's Community Engagement Policy.
- Support building a culture of best practice in community engagement across Council.

Key Responsibilities and Duties

- Proactively scope, plan, implement and evaluate engagement projects in line with Council's Community Engagement Policy within a complex political environment
- Provide strategic advice and support to Council staff and project teams to develop, implement and evaluate community engagement projects
- Work with the Stakeholder Engagement Team to refine engagement practices and processes, documenting procedures as well as developing and maintaining tools to ensure a consistent approach to community engagement is taken across Council
- Develop constructive working relationships, build internal networks, and proactively seek to embed best practice community engagement processes in all areas of Council
- Identify engagement risks and collaborate with other staff to develop and implement strategies to reduce the risk
- Undertake relevant research activities, as well as analyse data and report on engagement findings
- Maintain and administer Council's online community engagement portal, Have Your Say
- Support and contribute to Stakeholder Engagement Team priorities and key deliverables

Accountability and Extent of Authority

- Share responsibility for the implementation of Council's Community Engagement Policy with other members of the Stakeholder Engagement Team
- Provide professional, timely and accurate advice to support Council staff to minimise risks and maximise intended outcomes for community engagement programs
- Deliver effective engagement activities on time and on budget

Judgement and Decision Making

- Use sound judgement to determine appropriate engagement strategies, techniques and tools to support the success of engagement objectives, resolving issues as they arise and seeking advice from other staff members as needed
- Make decisions and proactively provide specialist advice to other staff in a complex environment under broad direction and guidance
- Ability to work independently in an environment in which guidance may not always be available.
- Make decisions to minimise OH&S and other risks as part of engagement delivery
- Escalate issues to the Head of Stakeholder Engagement as appropriate, to ensure timely and constructive resolution

Specialist Skills and Knowledge

- Knowledge and experience in community engagement design, delivery and implementation, particularly working with diverse communities
- Knowledge of IAP2 standards and continuous improvement principles, and their application within a local government context
- Strong conceptual, research and writing skills to prepare detailed reports and analyse complex data
- High-level analytical, conflict resolution and problem-solving skills
- Strategic and analytical thinking skills, with the ability to listen actively and be responsive
- Excellent verbal and written communication skills, including copywriting skills, with keen attention to detail
- Strong computer skills including databases, Microsoft Office and other relevant software packages

Management Skills

- Strong ability to forward plan, strategically manage projects, organise own workload and balance competing priorities
- Provide strategic engagement advice to staff, and support staff in delivering engagement activities
- Work collaboratively across all levels of management and staff
- Ability to achieve required goals and expectations regardless of conflicting priorities
- Support Council strategy, policy and continuous improvement initiatives
- Demonstrate commitment to personal and professional development

Interpersonal Skills

- Advanced skills in communicating, liaising and building constructive relationships with a range of stakeholders
- Ability to quickly establish credibility with stakeholders and provide a sense of assurance that their views, comments or issues are being heard by Council.
- Ability to work cooperatively with other staff to support their learning and capacity building for positive community engagement outcomes
- Excellent written and verbal communication skills, including the ability to present complex concepts and data in simple language targeted to a variety of audiences
- Well-developed and refined presentation and public speaking skills with an ability to read the room when discussing sensitive or complex issues.
- Flexible and adaptable to changing needs, with the ability to reprioritise and refocus as required
- Ability to motivate and develop other officers regardless of level within the organisation
- Excellent customer service and stakeholder management and empathy skills.

Qualifications and Experience

Academic:

- Tertiary qualification in community engagement, stakeholder management, communications or a related field or lesser qualifications with substantial extensive and experience
- Certification in IAP2 practices is highly desirable

Experience:

- Experience in designing, implementing and evaluating community engagement, stakeholder relations and communications projects across diverse stakeholder groups
- Experience working on complex projects across multiple disciplinary areas
- Experience working in a local government setting is highly desirable

Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.
- The role requires flexibility to undertake occasional out-of-hours work, including evenings and weekends, in line with operational and community engagement needs.

Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.



Security Requirements and Professional Obligations

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed via City of Port Phillip's Provider.
- Evidence of a Working with Children Check (employee type with City of Port Phillip registered as the organisation).

Key Selection Criteria

- Tertiary qualifications in engagement, communications, stakeholder management or a related field, and/or significant relevant work experience in community engagement
- Proven ability to design, deliver and evaluate community engagement programs in a political environment with an understanding of, or training in, IAP2 methodologies
- Strong project management skills with demonstrated ability to manage multiple engagement programs, manage issues as they arise and deliver projects on time and within budget
- Excellent written and verbal communications skills, with experience in report writing, data analysis, developing communications material, presentation delivery, and group facilitation for a variety of audiences across a variety of mediums
- Demonstrated ability to build effective stakeholder relationships, to foster collaboration and influence the delivery of outcomes
- Demonstrated ability to work flexibly, effectively and cooperatively as part of a team in a demanding work environment

City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.