



Position Description

Engagement Advisor – Strategy Development

The 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.

POSITION TITLE:	Engagement Advisor – Strategy Development
Award Classification:	Band 7
Department:	Governance and Organisational Performance
Division:	Governance, Capability and Experience
Date Approved:	May 2023
Approved By:	Executive Manager: Governance, Capability and Experience

ORGANISATIONAL RELATIONSHIPS:

Reports To:	Head of Stakeholder Engagement
Supervises:	Engagement Officer, Engagement and Reporting Officer.
Internal Stakeholders:	Council staff, managers, Executive Leadership Team and Councillors
External Stakeholders:	Residents, members of the public, government representatives, statutory authorities, clients, suppliers, consultants and contractors

POSITION OBJECTIVES

- Support building a culture of best practice in community engagement across Council
- 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
- Supporting our community, at times out of standard business hours.



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KEY RESPONSIBILITY AND DUTIES

- Work with the Stakeholder Engagement Team to refine engagement practices and processes, documenting procedures and proactively communicating changes to Council staff
- Take a lead role in the development and implementation of a plan to enhance engagement and reporting across Council, including establishing new initiatives such as internal training program, community of practice or other relevant programs
- Develop and refine relevant templates and tools for use by officers across Council
- Develop constructive working relationships, build internal networks, and proactively seek to embed best practice community engagement processes in all areas of Council
- Guide the work of the Engagement Officer as well as the Engagement and Reporting Officer to deliver quality outcomes for the Neighbourhood Engagement Program, amongst other initiatives
- Undertake relevant research activities, as well as analyse data and report on engagement findings
- Where needed, provide strategic advice and support to Council staff and project teams to develop, implement and report on community engagement projects, identifying and addressing risks as they arise
- Where needed, 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

- Manage the Engagement Officer and the Engagement and Reporting Officer as well as personal day-to-day workload to meet agreed deadlines
- 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

JUDGMENT 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 advice to other staff in a complex environment under broad direction and guidance
- Make decisions to minimise OH&S and other risks as part of engagement delivery



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- 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
- Support Council strategy, policy and continuous improvement initiatives
- Demonstrate commitment to personal and professional development

OCCUPATIONAL HEALTH & SAFETY

- Take every reasonably practicable step to ensure your health and safety, and the health and safety of all others that may be affected by your work
- Comply with all relevant legislation and regulation, as well as City of Port Phillip policies and procedures and reasonable work instructions
- Ensure that all hazards, unsafe conditions, incidents and near misses are reported promptly and within set timeframes
- Participate as appropriate in an early and safe return to work program after a workplace injury



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- Participate in the improvement of health and safety, including incident investigations and risk management processes
- Maintain knowledge of OHS issues relevant to your work

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 transparent formats 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
- Excellent customer service, stakeholder management and empathy skills

QUALIFICATIONS AND EXPERIENCE

- **Academic:**
 - Tertiary qualification in community engagement, stakeholder management, communications or a related field
 - Certification in IAP2 practices is highly desirable.
- **Experience:**
 - Extensive experience in designing, implementing, analysing and reporting on community engagement projects across diverse stakeholder groups
 - Experience in developing processes and implementing changes across a large organisation is highly desirable
 - Experience working in a local government setting is highly desirable.

CHILD-SAFE STANDARDS

- Maintain a child safe culture at the 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.



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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, and
- Sufficient proof of their identity.
- Evidence of COVID-19 Vaccination or valid medical exemption in line with City of Port Phillip Vaccination Policy
- 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
- Experience in leading or mentoring professional staff and working cooperatively as part of a team in a demanding work environment
- Extensive experience in delivering and reporting on 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 concurrent initiatives and address issues as they arise
- 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.