

<b>POSITION TITLE:</b>	Coordinator Community Engagement & Insights	<b>CLASSIFICATION:</b>	Band 8
<b>REPORTS TO:</b>	Manager of Customer Experience & Change	<b>CONTRACT:</b>	Permanent
<b>DEPARTMENT:</b>	Customer Experience Change & Digital		

## OUR STRATEGIC CONTEXT

**PURPOSE**

Our organisation is accountable, sustainable and delivering effective services to our community.

**VISION**

Our community is a safe, inclusive and creative city that celebrates and embraces its vibrancy of cultures.

**VALUES**

Cooperation, Change and New Ideas, Learning, Achievement, Communication &amp; Accountability.

**COUNCIL PLAN**

A thriving and unique place; an inclusive and healthy community; and a people-centred and future ready city.

## HOW YOUR ROLE CONTRIBUTES

The Coordinator Community Engagement plays a pivotal role in fostering meaningful connections between Council and its diverse community in the municipality. This position is responsible for providing strategic leadership to a dedicated team tasked with formulating engagement strategies, overseeing initiatives within Council aimed at showcasing the major projects and events throughout the calendar.

RESPONSIBILITIES	KEY OUTCOMES
People Leadership and Stakeholder management	<ul style="list-style-type: none"> <li>» Provide leadership, strategic guidance and staff development to a small team across voice of customer and community engagement functions.</li> <li>» Work closely with stakeholders across the organisation to influence and develop the strategic approach for our community engagement and voice of customer programs.</li> <li>» Collaborate with communications, digital and other relevant teams to lead the development of quality communications strategies for engagement and voice of customer projects.</li> </ul>
Strategic Planning & Engagement Activities	<ul style="list-style-type: none"> <li>» Develop and lead a proactive engagement and insights strategic approach, aligned with council plan and priorities.</li> <li>» Provide strategic direction for research and insights analysis to identify emerging community issues, trends, and opportunities for engagement.</li> <li>» Lead the planning, execution, and evaluation of engagement and customer insights initiatives, ensuring they are inclusive, accessible, and responsive to community needs.</li> <li>» Oversee the maintenance and communication of the engagement calendar, applying an organisational lens to identify opportunities for strategic alignment.</li> </ul>
Reporting and Evaluation	<ul style="list-style-type: none"> <li>» Guide the development of evaluation reports to project owners providing data and insights for decision making and ongoing improvements.</li> <li>» Prepare regular reports and presentations for the executive team, highlighting key engagement and insights activities, outcomes, and recommendations for improvement.</li> <li>» Responsible for the online engagement platform – <a href="#">Connect Stonnington</a>, and customer insight tools</li> <li>» Plan and deliver community engagement activities in line with the <a href="#">Engagement Policy</a> and the Victorian Local Government Act.</li> </ul>

## KEY WORKING RELATIONSHIPS

**Direct reports:**

4 direct reports - Engagement &amp; Research Officer, Engagement Practitioner, CX Insights Lead, Community Consultation Engagement Advisor

**Internal:**

Communications, Project Stakeholders

**External:**

Local businesses, Councillors

## REQUIRED SKILLS AND COMPETENCIES

<p>Accountability and extent of authority</p>	<ul style="list-style-type: none"> <li>» This position works with a high level of autonomy and authority is limited to decisions in accordance with established policies and operational procedures of Council.</li> <li>» Demonstrated experience leading a team that delivers effective community engagement and voice of the customer strategies and reporting.</li> <li>» Experience working in partnership with the community on challenging projects or initiatives.</li> </ul>
<p>Judgement and decision making</p>	<ul style="list-style-type: none"> <li>» Lead with confidence in managing the insights team, to challenge the norms and question the status quo to deliver best practice community engagement and voice of customer.</li> </ul>
<p>Specialist knowledge and skills</p>	<ul style="list-style-type: none"> <li>» A strong understanding of questionnaire design, data analysis, insights generation, insights synthesis, reporting and storytelling.</li> <li>» Ability to analyse and synthesise a range of data sets to provide insights and recommendations to senior stakeholders.</li> <li>» Ability to develop a strategic outlook for community and customer insights that supports the organisational direction and departmental plans.</li> </ul>
<p>Interpersonal skills</p>	<ul style="list-style-type: none"> <li>» Exceptional leadership skills with effective methods for coaching and developing others, and fostering a cohesive team environment.</li> <li>» Ability to develop and maintain strong partnerships with key stakeholders, including senior leaders</li> <li>» Highly developed communication skills to present clear and concise verbal and written reports to Council and the Executive Team.</li> <li>» Advanced communications and interpersonal skills are imperative to success in this role.</li> </ul>
<p>Qualifications and experience</p>	<ul style="list-style-type: none"> <li>» Tertiary qualifications in engagement, research, community development, communications or public relations is desirable</li> <li>» Proven experience in a senior management role, preferably within community engagement, communications, or related fields. Local government experience is advantageous.</li> <li>» IAP2 knowledge is essential.</li> <li>» Experience in operating at both strategic and operational levels.</li> <li>» Well-developed project management skills.</li> </ul>

## WHAT WE ARE ALL RESPONSIBLE FOR



**Workplace Health, Safety and Wellbeing:**

We are committed to maintaining a healthy and safe work environment for all employees, contractors, volunteers, and visitors and recognise that this is an integral part of our business. This commitment extends to ensuring activities do not place any person at risk.

**Diversity, Equity and Inclusion:**

We are committed to fostering a diverse and inclusive workplace that values everyone's contributions, lived experience, and expertise. A workplace where everyone is supported to thrive and be authentic.

**Code of Conduct:**

We are committed to the provision of the best possible services to the community in a fair, equitable and inclusive manner and requires all employees to adhere to the standards of conduct.

**Service Promises:**

We Empathise | We are Responsive | We are Transparent | We are Consistent | We Follow Through

**Safeguarding Children and Young People:**

We have a zero tolerance to child abuse. All Council officers, including employees, contractors, volunteers and Councillors have a legal and moral obligation to keep children safe and promote their best interests.

**Sustainability:**

We're committed to a sustainable Stonnington, working together with our community to create a healthy future for us all.

Review date:

September 2024