

POSITION TITLE:	Engagement Practitioner	CLASSIFICATION:	Band 5A
REPORTS TO:	Coordinator, Engagement & Insights	CONTRACT:	Temporary
DEPARTMENT:	Customer Experience & Engagement		

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 & 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

As Community Engagement Practitioner at the City of Stonnington, you will play a key role in supporting the delivery of community engagement activities. You will be responsible for helping to implement community engagement plans, working with teams across the organisation to ensure that the community's concerns, ideas, and feedback are effectively communicated to decision-makers. Your work will help shape policies, plans and initiatives that directly impact the lives of our community members.

RESPONSIBILITIES	KEY OUTCOMES
Planning & reporting	<p>Support the planning and delivery of engagement activities that enable community input to shape City of Stonnington projects, strategies and initiatives</p> <p>Support the delivery of detailed and tailored reports on engagement projects</p>
Delivery of engagement activities	<p>Work with Council's communication team to develop collateral and content to support engagement activities that reach target audiences</p> <p>Assist in the operation and maintenance of our Connect Stonnington online engagement portal</p> <p>Assist with online and in-person engagement events including managing invites and RSVPs, permits and venue bookings in line with organisational processes and policies</p>
Work collaboratively	<p>Work collaboratively with departments across the organisation and build strong working relationships</p> <p>Provide updates on engagement activities to project managers and key stakeholders</p>

KEY WORKING RELATIONSHIPS



Direct reports:

None

Internal:

Staff across the organisation

External:

Community members at engagement and public events

REQUIRED SKILLS AND COMPETENCIES

Accountability and extent of authority	<ul style="list-style-type: none"> Work as a member of a collaborative team to deliver effective engagement activities
Judgement and decision making	<ul style="list-style-type: none"> Growth mindset and willingness to learn and develop
Specialist knowledge and skills	<ul style="list-style-type: none"> Knowledge of engagement principles, processes and practices Communication and report writing skills Ability to use and learn technology to produce high quality online engagement outcomes
Interpersonal skills	<ul style="list-style-type: none"> Effective communication and collaboration skills Effective relationship building strategies to collaboratively work with key stakeholders and deliver successful outcomes Ability to respectfully engage with internal and external stakeholders Demonstrated ability to work a team environment and positively contribute to shared goals
Qualifications and experience	<ul style="list-style-type: none"> A tertiary qualification in communications, social science or relevant equivalent experience Desirable: IAP2 certification or equivalent experience

Capability Framework: Level 1 Accomplished

Capabilities are the essential skills and behaviours needed for effective role fulfillment, represented as observable actions

Project Management	<ul style="list-style-type: none"> Develop essential skills in effective planning, coordination, and control. Responsibilities include tracking tasks to ensure deadlines are met, understanding team objectives, managing time efficiently, and providing valuable feedback for continuous improvement, all contributing to the overall success of the project
Change	<ul style="list-style-type: none"> Creating Path Through Change" by advocating for continuous improvement and contributing new ideas to enhance processes. You will embrace innovative approaches and utilize data to identify opportunities for enhancing work systems, ultimately benefiting both our business and community
Communication	<ul style="list-style-type: none"> Effectively communicate with clarity and respect, actively listen and engage with others, adapt language and non-verbal cues as needed, prepare well-structured written materials, and contribute regularly to team discussions and community engagement
Good governance	<ul style="list-style-type: none"> Utilise technologies and data to enhance efficiency while ensuring compliance with information security and organisational policies. Support process improvements and help colleagues understand relevant guidelines and procedures.
Achievement	<ul style="list-style-type: none"> You will deliver customer and community-focused services aligned with strategic objectives. You will seek diverse perspectives, build internal and external networks, and complete tasks on time under guidance. Contributing to resource allocation and team goals, your work will prioritize the needs of customers and the community.
Leadership Impact	<ul style="list-style-type: none"> You will contribute to a culture of continuous improvement by embracing feedback and supporting your colleagues. You will help ensure that everyone understands how their roles align with our goals and participate in recognising high-quality work while promoting the value of diversity within Stonnington.

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:	January 2025
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