EMPLOYEE POSITION DESCRIPTION

TITLE: COMMUNICATIONS AND ENGAGEMENT OFFICER

STREAM: GENERAL OFFICERS

LEVEL: 5

SECTION: GOVERNANCE AND FINANCE

POSITION NO.: 10264 **REVISED:** OCTOBER 2026

Position Objectives

The Communications and Engagement Officer is responsible for leading and coordinating community engagement and public consultation activities across the organisation, ensuring meaningful community participation in Council projects, services, plans and decision-making. It provides specialist advice and support to staff on engagement planning, delivery, evaluation and reporting, while building organisational capability in contemporary engagement practices and ensuring compliance with relevant policies and legislative requirements.

The position supports Council's communications function through the preparation of communication materials, digital content and stakeholder communications, fostering positive, transparent relationships between Council, the community and key stakeholders. Through this work, the role promotes consistent, effective and customer-focused communication and engagement practices across the organisation.

Position Specification

Community Engagement Leadership

- Provide specialist advice, guidance and support to staff regarding community engagement and public consultation requirements.
- Develop engagement plans and consultation approaches in collaboration with project managers for Council projects, strategies, policies and initiatives.
- Lead community engagement activities for significant, complex or high-profile projects as required.
- Ensure engagement activities align with Council policies, legislative requirements and recognised engagement principles and practices.
- Promote the application of contemporary community engagement methods and tools across the organisation.
- Assist in maintaining and enhancing Council's engagement framework, tools, templates and resources.
- Identify opportunities to improve community participation and engagement outcomes.
- Contribute to the administration and ongoing development of Council's online engagement platform.

Engagement Reporting and Evaluation

- Analyse community feedback and engagement outcomes.
- Prepare consultation and engagement reports for Council, Executive Leadership Team and project teams.
- Identify key themes, issues, risks and opportunities arising from engagement activities.
- Monitor and evaluate the effectiveness of engagement approaches and recommend improvements.
- Maintain accurate records and documentation relating to engagement activities.
- Support the preparation of reports and Council papers relating to consultation outcomes.

Communications Support

- Prepare communication materials including website content, fact sheets, newsletters, frequently asked questions, project updates and promotional materials.
- Develop content for Council's digital communication channels, including social media, e-newsletter copy and online engagement platforms.
- Support the delivery of communication campaigns associated with Council projects, initiatives and community engagement activities.
- Assist with maintaining accurate and current information across Council's communication channels.
- Contribute to the preparation of media responses, publications and community information materials.
- Work collaboratively with the Communications Officer to deliver coordinated communication and engagement outcomes.
- Support Council branding and communication standards across engagement and project materials.

General Duties

- Respond to enquiries in a timely and professional manner.
- Provide advice, support and assistance to staff, management and stakeholders as required.
- Contribute to a culture of collaboration, innovation and continuous improvement.
- Undertake other duties, within the classification level, as directed.

Requirements of the Position

Skills

- Highly developed verbal and written communication skills with the ability to communicate effectively with diverse audiences.
- Strong facilitation and stakeholder engagement skills.
- Ability to build trusting relationships with community members, stakeholders, Council Members and staff.
- Well-developed analytical and critical thinking skills.
- Ability to interpret, analyse and summarise complex information.
- Strong project planning and organisational skills.
- Ability to manage multiple priorities and competing deadlines.
- Strong customer service focus.
- Ability to exercise sound judgement and discretion.
- Ability to work independently and as part of a collaborative team.
- Proficient in the use of information and communications technology, including online engagement platforms and Microsoft Office applications.

Attributes

- Passion for community engagement, communications and customer service.
- Professional, approachable and collaborative manner.

- Commitment to meaningful community participation and transparency.
- Responsive, organised and proactive approach to work.
- High level of integrity and confidentiality.
- Commitment to continuous improvement and innovation.
- Ability to adapt to changing priorities and organisational needs.
- Demonstrates behaviours consistent with the City of Victor Harbor's values of ***Trust, Respect, Accountability, Collaboration*** and ***Innovation.***

Knowledge

- Understanding of contemporary community engagement principles and practices.
- Knowledge of the IAP2 Public Participation Spectrum and engagement methodologies.
- Understanding of communication planning and content development principles.
- Knowledge of digital communication and engagement channels.
- Understanding of Local Government functions and decision-making processes.
- Knowledge of relevant legislative and policy requirements relating to consultation and engagement.
- Proficient use of Microsoft Office applications and digital communication tools.

Training

- Willingness to undertake personal development in the following areas:
  - Community engagement
  - Communications and public relations
  - Information technology
  - Legislation and governance
  - Work, Health and Safety
- Attendance may be required at meetings, workshops and conferences specific to requirements of the position and/or Local Government.
- Participate in staff development and training programs as required.

Experience

- Demonstrated experience in planning and delivering community engagement and public consultation activities.
- Experience facilitating workshops, meetings and stakeholder engagement activities.
- Experience analysing feedback and preparing consultation reports and recommendations.
- Experience developing communication materials for a range of audiences and channels.
- Experience working collaboratively across multiple teams and projects.
- Experience working within a customer-focused environment.
- Experience using online engagement and digital communication platforms.

Qualifications

- Tertiary qualifications in community engagement, communications, public relations, journalism, media, marketing, social planning or a related discipline.

Special Conditions

- The incumbent of this position may be required to work outside standard hours in special circumstances.

Requirements of the Employee

Work Health Safety Responsibility

Ensure as a matter of self-interest, and as a legal obligation, that nothing is done to make work health and safety provisions less effective.

In particular, each employee must:

- Take reasonable care to protect their own safety at work.
- Not endanger any other person through any act or omission at work.
- Correctly use all equipment provided for work health and safety purposes.
- Obey all instructions issued to protect their own personal work health safety and the health and safety of others.
- Not, by the consumption of alcohol or a drug, be in such a state to endanger their own safety at work or the safety of any other person at work.
- Report all accidents to their supervisor, and report or make such recommendations to their supervisors, as they deem necessary to avoid, eliminate or minimise any hazards of which they are aware regarding working conditions or methods.
- Be aware of the requirements under the Council's Work Health and Safety Policy Guidelines.
- Keep their work area tidy.
- Be encouraged to participate in the election of Health and Safety Representatives.

Organisational Culture

Our organisation is guided by five key values that define our culture and support our mission to deliver exceptional outcomes for our community. By embracing Trust, Respect, Accountability, Collaboration and Innovation, we create a workplace where people thrive, ideas grow and our community benefits. We look for individuals who share this commitment and model these values in all aspects of their work.

Records Management

Employees have a legal obligation to meet the requirements of the State Records Act and to comply with corporate Records Management Policy, Procedures and Standards and to properly use Council's corporate Records Management Systems.

Information Technology

Leveraging technology is vital in delivering the Council's strategic direction, to improve the customer experience, drive efficiency and simplify access to information. Employees have an active role in contributing to the ongoing development of organisational systems.

Customer Service

Employees are committed to providing the highest quality Customer Service both internally and externally and will ensure they comply with the City of Victor Harbor Customer Service Framework.

The Customer Service Framework includes service standards and general information that details the required commitment to customers and the community. This helps to ensure that all reasonable requests and enquiries, including complaints, are responded to in a courteous, consistent, timely and fair manner and that Council resources are used efficiently and effectively.

Performance Evaluation

Performance evaluation shall occur in accordance with the Performance and Development Process (PDP) Procedure and will take into account the performance against this position description (PD) and the performance indicators contained in the PD.

Review

This job description is subject to annual review, during the Performance and Development Process, with amendments as required.

Organisational Relationship

Work under general direction of and responsible to the Group Manager Governance and Finance.

Selection Criteria

Essential criteria:

- Demonstrated experience planning, coordinating and delivering community engagement and public consultation activities.
- Demonstrated understanding of contemporary community engagement principles and practices.
- Demonstrated ability to provide engagement advice and support to project teams and stakeholders.
- Experience analysing and interpreting community feedback and preparing reports.
- Highly developed written and verbal communication skills.
- Demonstrated facilitation and stakeholder relationship management skills.
- Demonstrated project management, planning and organisational skills.
- Experience preparing communication materials across multiple communication channels.
- Ability to work collaboratively across a diverse organisation.
- Demonstrated commitment to customer service and community outcomes.
- Relevant tertiary qualification.
- Current Drivers Licence.
- Ability to consistently demonstrate behaviours that reflect the City of Victor Harbor's organisational culture and values-based expectations.
- Demonstrated commitment to provide high level customer service to ratepayers and the community, meeting the City of Victor Harbor Customer Service Objectives and Charter.

Desirable criteria:

- IAP2 Certificate in Engagement.
- Experience within a Local Government environment.
- Experience using SocialPoint websites (hosts Your Say Victor Harbor) or similar online engagement platforms.
- Knowledge of the Local Government Act and public consultation requirements.
- Experienced using the Adobe Creative Suite.

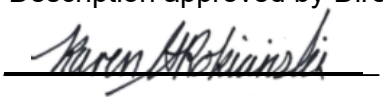
Performance Indicators

Primary Responsibility*	**Target/Indicator***
Community Engagement	Effective planning and delivery of engagement activities that support informed decision-making and meaningful community participation.
Consultation Reporting	Preparation of clear, accurate and informative engagement outcome reports and recommendations.
Communications Support	Timely preparation of communication materials that support organisational objectives and project outcomes.
Organisational Capability	Development and promotion of consistent engagement practices, tools and resources across the organisation.
Correspondence	Internal and external customers are responded to in a timely and professional manner.

***Indicators and responsibilities to be reviewed on a regular basis and are subject to change**

Document Administration

Position Description approved by Director Corporate and Customer Service

Signed: 

Date 30/10/2026

Current incumbent:

Date appointed to position:

Date position description last reviewed: October 2026

Next review date: September 2027

Copy of Position Description provided to incumbent:

Signed: _____ (incumbent to sign and date)

Date / /