

COMMUNITY ENGAGEMENT OFFICER POSITION DESCRIPTION

Department:	Community Development
Unit:	Library Services
Section:	Community Resources and Engagement Team
Reports To:	Community Resources & Engagement Lead The Position is also expected to work in collaboration with Community Resources Team and Customer Experience Team, Community Development and other staff across the organisation.
Direct Reports:	Nil.
Classification:	South Australian Municipal Salaried Officers Award and the City of Norwood Payneham & St Peters' Municipal Officers Enterprise Agreement General Officer, Level 4
Special Conditions:	Work across Library sites and at Council events/activities offsite, as required. Maintain Fire Warden status and attend training every 2 years.

PURPOSE

This Community Engagement Officer is responsible for assisting in the development of strategic responses to address priorities and evaluate the impact of implemented programs. This position includes program delivery, facilitator support and collaborating across Council services. The position also provides back up customer experience and operational support as required.

KEY RESPONSIBILITIES

Community Engagement and Program Management

- Deliver programs and services that directly respond to community needs.
- Cultivate and maintain strong relationships with key stakeholders and community groups to foster collaborative initiatives.
- Contribute to the development of innovative community engagement strategies aligned with organizational objectives.
- Support facilitators to effectively deliver programs in accordance with policies, and procedures.
- Record program participation data/feedback and report to the Community Resources & Engagement Lead
- Collaborate closely with Corporate services to promote programs and services effectively and provide compelling promotional content.
- Other duties as directed.

Customer Experience Excellence

- Champion exceptional customer service, providing consistently high-quality, responsive, and efficient support to all enquiries.
- Proactively resolve issues and provide comprehensive information about products and services, ensuring positive customer relationships.

Customer Service

- Provide Customer Service support as required.
- Provide exceptional customer service to all visitors, ensuring that services are delivered in accordance with the Council's Service Excellence Framework.
- Adhere to the policies and procedures established by the Council and Public Libraries S.A. to maintain operational standards and a positive customer experience.
- Engage with citizens to identify their needs and provide tailored support, resources, and information.
- Assist in providing various Council services by processing transactions such as payments, renewals, and registrations accurately and efficiently.
- Maintain accurate records in the customer relationship management (CRM) system, documenting inquiries, feedback, and requests for follow-up.

Operations

- As rostered provide backup operational support.
- Support the safe and efficient opening and closing of the library, which involves securing entrances and ensuring operational security systems while fostering a welcoming environment for patrons.

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- To setup of service areas, ensuring all resources are accessible and operational, and conducting a thorough walkthrough to identify and address any safety or maintenance issues before the library opens, thereby improving user experience and safety.

SELECTION CRITERIA

ESSENTIAL CRITERIA

- **Experience in Program Management:** Proven track record of designing, sourcing, and managing programs, with a focus on delivering results within time and budget constraints.
- **Strong Collaboration Skills:** Demonstrated ability to work effectively with cross-functional teams and external partners to achieve common objectives.
- **Project Management Expertise:** Proficiency in project management methodologies including planning, execution, and evaluation.
- **Problem-Solving and Decision-Making:** Ability to assess complex situations, identify solutions, and make informed decisions to ensure the success of programs.
- **Excellent Communication Skills:** Ability to communicate clearly and effectively with diverse stakeholders, both internally and externally, to ensure alignment and transparency.
- **Resource Management:** Experience in managing resources efficiently, including budgets, personnel, and materials, to ensure program goals are met.
- **Impact Evaluation:** Strong skills in monitoring and evaluating program outcomes, using data to assess effectiveness and guide improvements.
- **Cultural Sensitivity and Adaptability:** Understanding of diverse community needs and the ability to adapt programs to meet varying cultural or demographic requirements.
- **Commitment to Continuous Improvement:** A proactive approach to learning, applying new ideas, and improving processes based on lessons learned from previous initiatives.

DESIRABLE CRITERIA

- **Experience in Community Development or Social Impact Programs:** Previous experience working on programs that directly impact communities, with an understanding of their unique needs and challenges.
- **Data Analysis and Reporting Skills:** Ability to analyse program data, generate reports, and make data-driven recommendations for continuous program improvement.
- **Familiarity with Program Evaluation Tools and Methodologies:** Experience with tools such as logic models, theory of change, or other evaluation frameworks to assess the effectiveness of programs.
- **Experience with Grant Writing or Fundraising:** Experience sourcing funding for programs, including writing successful grant applications or securing other financial resources.
- **Innovative Thinking:** Demonstrated ability to think creatively and propose innovative solutions to challenges faced by communities or organisations.

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JOB REQUIREMENTS

- National Criminal Record (Police) Clearance with no adverse findings.
- Department of Human Services (DHS) Working With Children Clearance
- Current drivers licence
- Be fit to undertake the inherent job requirements and the physical demands of the position and remain so during employment in accordance with reasonable work, health and safety expectations, and relevant policies and procedures.
- Complete training & attainment of skills applicable to the Award Classification.
- Attend training courses and relevant staff development courses and maintain competency levels.
- Adhere to Council policies, procedures, guidelines and standards.
- Complete other duties as required.

WORK HEALTH & SAFETY (WHS) RESPONSIBILITIES

- All Workers
- Prioritise safety in the workplace.
 - Take reasonable care of your own health and safety, as well as others', in line with Section 28 of the Work Health & Safety Act 2012.
 - Comply with legislation, policies, procedures and participate in WHS training.
 - Proactively identify and report hazards, incidents, injuries and property damage, using appropriate reporting systems.
 - Use tools and equipment correctly to protect the health and safety of yourself and others.
 - Ensure you are medically and physically fit to undertake the requirements of your position.
 - Follow reasonable safety instructions.
 - Not attend work while under the influence of alcohol, drugs or any substance that may impair your ability to work safely.

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WHO WE ARE



AGREEMENT

By accepting this position, you acknowledge and agree to the following:

- I have read and understood the requirements and expectations of this position description and I confirm that I have the ability to fulfil the inherent position requirements;
- I accept that this position description is descriptive of the type of duties that I will undertake during my employment and is not intended to be all-inclusive;
- I accept that the organisation may require me to carry out any duties that are within the level of skills and competence expected of my classification level;
- I understand that the City of Norwood Payneham & St Peters may amend the position responsibilities to meet business and operational requirements as positions develop over time; and
- I accept my role in fulfilling the Council's Values and Strategic Goals.

APPROVED BY: **READ & AGREED TO BY:**

Mario Barone PSM
CHIEF EXECUTIVE OFFICER
Date _____

Insert Name of Incumbent.
COMMUNITY ENGAGEMENT OFFICER
Date _____