

Position Description (Employee)

Senior Community Engagement Coordinator

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|------------------------------------|--|
| Division | City Planning, Development and Transport |
| Business Unit | City Access & Transport |
| Grade/Band | Band 7 |
| Position Number | DS3018 |
| Date position description approved | 5/11/2019 |

Council overview

At the City of Sydney our people are our most important asset and central to achieving our exciting and ambitious Sustainable Sydney 2030 – developing a green, global and connected city. The City of Sydney works to build socially sustainable communities that support a more inclusive Sydney – a city that is also more connected, liveable and engaged.

From our high-quality facilities to local services and initiatives, we are dedicated to delivering the best city environment for business, work, living and recreation.

Council values

Our people are custodians of public trust and confidence. In recognising this, we are committed to building a high performing culture built on the values of collaboration, courage, integrity, innovation, quality and respect. These six core values guide everything we do at the City.

Primary purpose of the position

The Senior Community Engagement Officer in the City Access team is responsible for managing stakeholder and community engagement for critical, complex and high profile transport/ cycling projects.

They are responsible for building and maintaining constructive relationships with strategic partners, the local community, businesses and individuals to ensure cycling infrastructure and other transport projects are communicated and consulted on effectively and facilitate feedback by these groups.

Key accountabilities

- Lead development and delivery of strategic, tactical and comprehensive engagement and communications strategies for each project, in line with the guiding principles in the City's Community Engagement Strategy.
- Engage early and comprehensively with key internal stakeholders to ensure they understand project risks and are comfortable with how the City will address them.

- Lead engagement with key external stakeholders, including businesses, bike user groups, landholders, community groups and emergency services, to understand their concerns and requirements.
- Prepare and co-ordinate consultation and communication materials including (but not limited to) briefing notes, CEO updates, scoping reports to Council, FAQs, community letters, power-point presentations, correspondence replies, media holding statements and website content.
- Ensure engagement is thorough and inclusive with activities including (but not limited to) media, social media, online and face-to-face engagement, targeted stakeholder briefings, community workshops and other events to reach a diverse audience.
- Monitor, manage and respond to all community correspondence, concerns and issues about each project.
- Evaluate and report on consultation results and engagement strategies to project teams, Council and the community accurately and clearly.
- Maintain professional knowledge informed by IAP2 standards, show innovation and industry best practice leadership and comply with relevant legislation.

Key challenges

- Juggling multiple projects, priorities and timelines in a high volume environment.
- Managing difficult conversations, customers and competing interests, acting as a conduit between the City and communities to ensure each understands the concerns of the other.
- Recommend modifications in strategies or procedures to reflect customer feedback

Key relationships

| Who | Why |
|--|---|
| Internal | |
| Manager | <ul style="list-style-type: none"> • Provide strategic engagement advice and communications, report on progress towards business objectives and contribute to business planning. • Provide expert advice and contribute to decision making • Identify emerging issues/risks and their implications, and propose solutions. |
| Team | <ul style="list-style-type: none"> • Collaborate with team members and other internal stakeholders on communications and engagement from project inception to delivery. • Lead discussions regarding stakeholder engagement and deliverables. • Manage expectations and resolve issues. |
| Internal stakeholders | <ul style="list-style-type: none"> • Provide regular updates on projects and respond to issues in a timely and efficient manner. |
| External | |
| Stakeholders (Bike Groups, businesses, community groups, residents) | <ul style="list-style-type: none"> • Scope, engage, consult and communicate (in plain English) with varied stakeholders to ensure they understand projects and have opportunity to provide feedback and where possible, influence design. • Manage expectations and resolve issues |

Key dimensions

Decision making

The position is accountable for decisions regarding engagement and communication objectives and for the providing advice to team members and relevant stakeholders.

Reports to

Fiona Campbell, Manager Cycling Strategy

Indirect reports

Contractors as required

Essential Knowledge, Skills & Experience

A relevant qualification in IAP2 and significant relevant work experience.

Proven high-level oral and written communications skills.

Capabilities for the position

The City's capability framework outlines the capabilities everyone needs to work well in their role. They are expressed as behaviours that show expected knowledge, skills and our values. There are capabilities for **employees** and managers which provide clarity, common language and consistency.

| Capability Group | Capability Name | Level |
|---------------------|--|---------------------|
| Personal attributes | Act with Integrity and Courage | Intermediate |
| | Demonstrate Accountability | Intermediate |
| | Manage Self | Intermediate |
| | Display Resilience and Adaptability | Adept |
| Relationships | Work Collaboratively | Intermediate |
| | Communicate and Engage Respectfully | Advanced |
| | Community and Customer Focus | Adept |
| | Influence and Negotiate | Adept |
| Results | Deliver Quality Results | Intermediate |
| | Create and Innovate | Intermediate |
| | Plan and Prioritise | Intermediate |
| | Think and Solve Problems | Intermediate |
| Resources | Finance | Intermediate |
| | Technology and Information | Intermediate |
| | Assets and Tools | Intermediate |
| | Procurement and Contracts | Intermediate |

**This profile is subject to an organisation-wide review of capability profiles. The final profile may vary slightly.*

Focus capabilities

The capabilities in bold are the focus capabilities for this position. The focus capabilities are those judged to be most important at the time of recruiting to the position. That is, the ones that to be met at least at a satisfactory level for a candidate to be suitable for appointment.

| Group and Capability | Level | Behavioural Indicators |
|---|--------------|--|
| Personal Attributes Act with integrity and courage | Intermediate | <ul style="list-style-type: none"> • Maintains confidentiality of customer and organisational information • Is open, honest and consistent in words and behaviour • Has the courage to take steps to clarify ethical issues and seeks advice when unsure what to do • Helps others to understand their obligations to follow the code of conduct, legislation and policies • Recognises and reports inappropriate behaviour, misconduct and perceived conflicts of interest |
| Personal Attributes Display Resilience and Adaptability | Adept | <ul style="list-style-type: none"> • Is flexible, showing initiative and responding quickly to change • Accepts changed priorities and decisions and works to make the most of them • Gives frank and honest feedback / advice • Listens when challenged and seeks to understand criticisms before responding • Raises and works through challenging issues and seeks alternatives • Stays calm and acts constructively under pressure and in difficult situations |
| Relationships Communicate and Engage Respectfully | Advanced | <ul style="list-style-type: none"> • Presents with credibility and engages varied audiences • Translates complex information concisely for diverse audiences • Creates opportunities for others to contribute to discussion and debate • Demonstrates active listening skills, using techniques that contribute to a deeper understanding • If attuned to the needs of diverse audiences, adjusting style and approach flexibly • Prepares (or coordinates preparation of) high impact written documents and presentations |
| Relationships Community and Customer Focus | Adept | <ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer-focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services |
| Relationships Influence and Negotiate | Adept | <ul style="list-style-type: none"> • Builds a network of work contacts/relationships inside and outside the organisation • Approaches negotiations in the spirit of maintaining and strengthening relationships • Negotiates from an informed and credible position • Influences others with a fair and considered approach and sound arguments • Encourages others to share and debate ideas |
| Results Deliver Quality Results | Intermediate | <ul style="list-style-type: none"> • Takes the initiative to progress own and team work tasks • Contributes to the allocation of responsibilities and resources to achieve team/project goals • Consistently delivers high quality work with minimal supervision • Consistently delivers key work outputs on time and on budget |