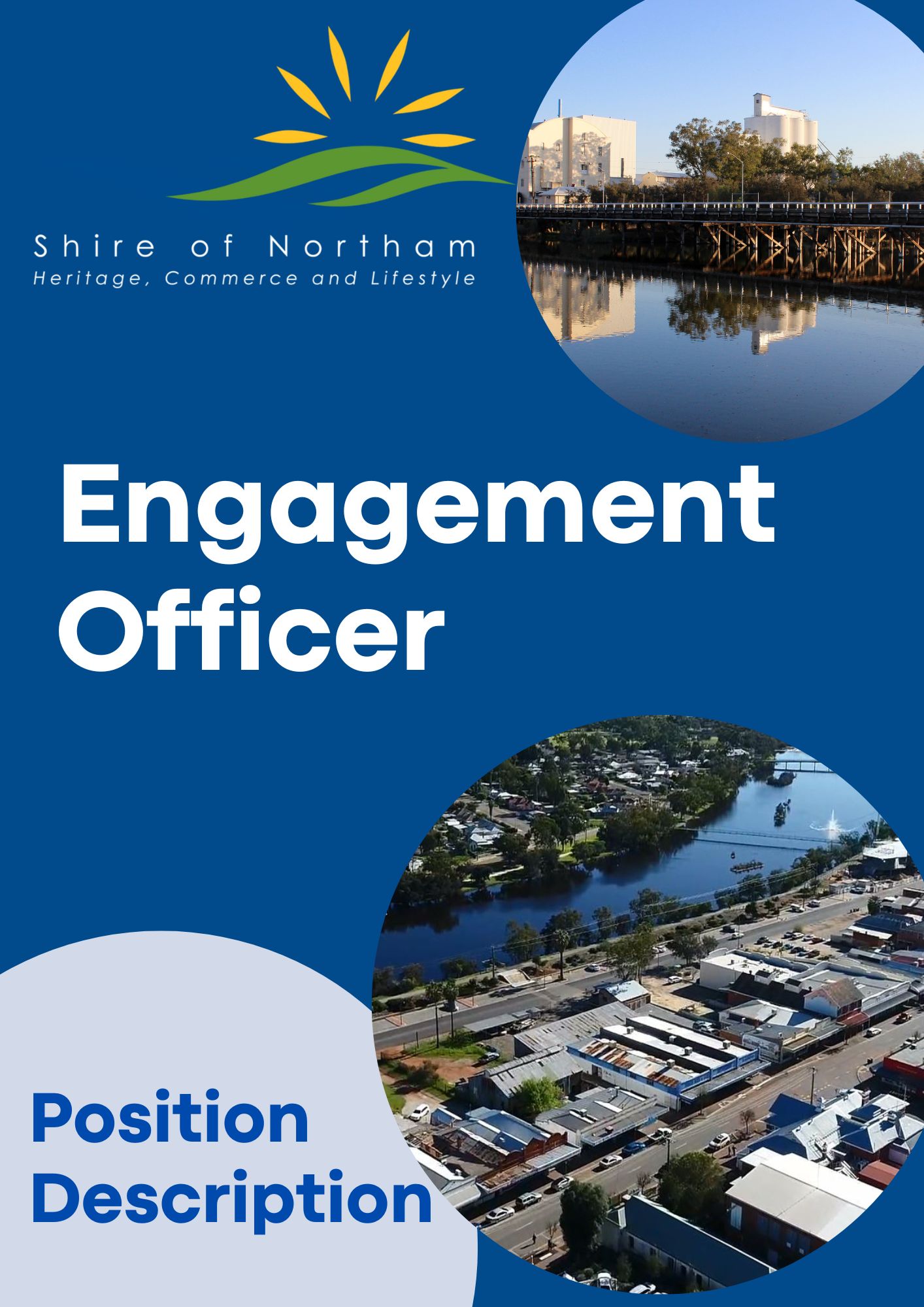
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**Engagement Officer**

***Position Summary***

**Reports to:** Manager Engagement & Communications

**Department:** Office of the CEO

**Objective:** Facilitate effective communication and marketing of strategic initiatives to enhance, promote and protect the Shire of Northam’s reputation

**Work Location:** Create 298

**Award/Level:** Level 6/1 0.5FTE

**Date Revised:** November 2024

**Outcomes**

* Advice and support are provided to all Shire service teams to ensure consistent and high quality communication and marketing outcomes are achieved.
* Shire of Northam’s views are presented to media, community and other key external stakeholders in a positive, accurate and timely manner.
* Provide support for key Shire publications, including the annual report and development of an engagement framework to ensure uniform, professional engagement that is in line with corporate standards
* Implementation of strategic media/communication plans to maximise the outcomes of projects and services and to ensure proactive handling of contentious issues.
* Create & maintain engagement data for reporting and future planning.
* Undertake research, preparation and presentation of reports, assist with business cases and recommendations to Council related to strategic projects and community development issues as required
* Assist with the successful delivery of Shire events and activation plans in partnership with specialist areas (Aboriginal Culture, Library, Sport etc)
* Work closely with Manager Engagement & Communications and the wider staff to support the delivery of the Shire’s Council Plan
* Assist with and undertake graphic design work as required for engagement activities as directed by Manager Engagement & Communications
* Ensure records are maintained in compliance with policy, procedures, and standards
* Provide set up and support to Events as required by the Events Coordinator
* Assist with administrative duties at Create 298, including bookings for Create 298.
* Respond to public and internal enquiries as required
* Work with Digital Communications Officer to ensure the Shire’s website and social media platforms remain up to date & aligned to corporate brand with regards to engagement activity
* Any other duties consistent with the level of the position as directed by the Manager Engagement & Communications

**Organisational**

* Embrace, support and participate in change to assist in achieving the Shire’s goals and objectives.
* The ability to maintain strict confidentiality is an essential requirement of all employees of the Shire.
* Actively participate in the ongoing development, compliance and promotion of professional customer service standards.
* Recommend changes or strategies which promote a ‘Continual Improvement’ and ‘Best Practice’ approach to service delivery.
* Promote, maintain, and improve the working environment and practices to ensure compliance with Industrial Awards, Work Health and Safety, Diversity Equal Employment Opportunities (EEO) legislation and Council’s Policies and Procedures.

**Work Health and Safety, Employee Requirements**

Employees are responsible and accountable for:

* Complying with workplace procedures for risk identification, risk assessment and risk control
* Participation in activities associated with the management of workplace health and safety.
* Identification and reporting of health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace.
* Correct utilisation of appropriate personal protective equipment

|  |  |  |
| --- | --- | --- |
| **POSITION REQUIREMENTS** |  |  |
| **Documents** | **Essential** | **Desirable** |
| * Hold a current unrestricted C Class national drivers licence | A black check mark on a white background  Description automatically generated |  |
| * Provision of a current National Police Clearance | A black check mark on a white background  Description automatically generated |  |
| **Skills and Abilities** |  |  |
| * Ability to liaise with people at all levels in an informative and positive manner | A black check mark on a white background  Description automatically generated |  |
| * High level of numeracy and accuracy skills | A black check mark on a white background  Description automatically generated |  |
| * High level of computer literacy and proficiency including use of Microsoft Office Suite and Canva | A black check mark on a white background  Description automatically generated |  |
| * Well-developed written and verbal communications skills | A black check mark on a white background  Description automatically generated |  |
| * Proven time management skills with the ability to work under pressure, and be well organised | A black check mark on a white background  Description automatically generated |  |
| * Sound judgement and problem-solving skills | A black check mark on a white background  Description automatically generated |  |
| * Ability to undertake other administration tasks (eg agenda preparation, updating templates | A black check mark on a white background  Description automatically generated |  |
| **Knowledge** |  |  |
| * Working knowledge and understanding of the operations and obligations of Local Government practices and procedures |  | A black check mark on a white background  Description automatically generated |
| * Knowledge and understanding of community development principles and practices | A black check mark on a white background  Description automatically generated |  |
| * Working knowledge of project planning and implementation |  | A black check mark on a white background  Description automatically generated |

**GENERAL PHYSICAL REQUIREMENTS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Task** | **Mainly** | **Frequently** | **Occasionally** | **N/A** |
| Stand |  | √ |  |  |
| Walk |  | √ |  |  |
| Sit |  | √ |  |  |
| Handle |  |  | √ |  |
| Reach |  |  | √ |  |
| Climb/Balance |  |  | √ |  |
| Crouch/Kneel |  |  | √ |  |
| Talk/Hear |  | √ |  |  |
| Taste/Smell |  |  | √ |  |
|  |  |  |  |  |

**Authorisation and Acknowledgement**

|  |
| --- |
| I acknowledge that I have read and understood the key objectives, duties, responsibilities and other requirements as outlined in this position description.  I understand that this position description provides general guidance regarding the purpose of the position and my responsibilities.  Furthermore, I acknowledge that this position description may be amended from time to time to reflect changes to the position or Shire requirements. |
| Employee Signature: Date: |

A picture containing text, outdoor, sky, tree

Description automatically generated