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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

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

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

**Authorisation and Acknowledgement**

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| 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: |

