

Position Description

Position Title:	Manager Community Engagement
Position Number:	TBC
Department:	Finance and Corporate Services
Reports To:	Director Finance and Corporate Services
Direct Reports:	Yes - to be confirmed

Organisational Environment

Located between Brisbane City and the Sunshine Coast, Moreton Bay is one of Australia's fastest growing urban regions. Moreton Bay has a strong and connected community that enjoys a coastal and pristine natural environment as well as thriving community and cultural hubs, vibrant entertainment options and award-winning commercial, educational, medical, leisure and residential precincts.

Position Purpose






The Manager Community Engagement will work collaboratively with Council stakeholders to develop and maintain a Community Engagement Strategy and Framework that meets the needs of the community, reflects Council's commitment to diversity and inclusion, and facilitates the implementation of strong and effective community engagement strategies. The Manager Community Engagement will ensure the community needs are heard and understood by Council within a structured evidence-based framework. The Manager will also oversee and coordinate community engagement services for a wide range of Council operational initiatives including strategic planning, capital works projects, cultural services needs and asset maintenance work that impact the Moreton Bay Regional Council community.

Specific Accountabilities


Description
Leadership and Planning
Provide strong leadership in the development and implementation of a strategy which identifies and engages a representative cross-section of the community in an ongoing dialogue that contributes to improved community outcomes
Deliver evidence-based strategic analysis and advice to internal customers, senior management and Executives
Proactively communicate with employees and external stakeholders about Council's community engagement framework and initiatives
Design and deliver successful community engagement strategies for high profile and strategic infrastructure planning, construction and projects across the region
Develop a community engagement training package, including a community engagement training for employees
Develop and implement an operational plan for Community Engagement which takes an evidence-based approach to identifying community and social priorities and planning targeted outcomes that align to the strategic direction of Council using innovative engagement techniques
Managing and Operating

Develop measures and metrics to understand community expectations and customer experience and satisfaction scores
Undertake community relations services to support initiatives and Council objectives
Assist Council keep abreast of current issues, trends and community views to understand community perspective and be responsive to needs
Collaborate with other parts of Council to embed the delivery of a coordinated and consistent approach to Community Engagement activities
Workforce Capability
Contribute to recruitment, induction, training and performance management of staff within the team
Ensure that all staff are well trained in the safe working requirements and procedures of Council and any special safety requirements of operations or specific sites relevant to your team are well understood by staff
Deal with discipline issues and/or staffing complaints quickly and impartially, referring them to senior management as appropriate
Develop and maintain a work environment that encourages participation, teamwork, innovation and excellence effectively address any staffing issues, communicating regularly with the teams and building commitment to service performance improvement
Quality and Compliance
Comply with all relevant regulatory and Council policies on information and security, industrial relations, workplace health and safety and any other legislation applicable to the Department
Contribute to identification and management of risks applicable to the team, and ensure that staff understand key risks facing the team and how they should be managed
Cooperate with any requests for information and records that are sought by the Manager Legal as part of any official investigations
Community Development and Stakeholder Relations
Public interface with key stakeholders, directly impacted residents and businesses and community groups
Contribute to industry and community consultation on services, enhancements and issues of concern
Provide a point of contact for members of the community, particularly those affected by proposed project activities including construction and property acquisition
Identify and develop relationships with key internal and external stakeholders
Constructively deal with any customer service/complaints referred for action

OUR CORE VALUES

 RESPECT	 SERVICE	 INTEGRITY	 TEAMWORK	 SUSTAINABILITY
<p>We listen to people</p> <p>We treat people fairly and consistently</p> <p>We embrace diversity and opinions</p> <p>We treat others as we wish to be treated</p>	<p>We seek to understand the needs of those we serve</p> <p>We strive to exceed expectations</p> <p>We communicate clearly</p> <p>We take a positive approach</p> <p>We are proud to serve our community</p>	<p>We are ethical and honest</p> <p>We take responsibility for our actions</p> <p>We act within statute and law</p> <p>We take pride in the manner in which we perform our duties</p>	<p>We promote a friendly, supportive work environment</p> <p>We inspire and encourage innovation</p> <p>We develop and maintain relationships</p> <p>We work collaboratively with our community and external partners</p>	<p>We focus on the future</p> <p>We respect the environment</p> <p>We demonstrate leadership by example</p>

Council proudly upholds the following values in its daily operations with customers, external partners and staff



Work location

You may be required to perform your role from any work location within the region.

Position Dimensions

Staff Resources: ~ To be confirmed
 Section or program budget: ~ To be confirmed

Decision Making Authority

Policy: Interprets and applies policies

Staffing: Mentor and develop staff; oversight performance management systems across the Department and work with People, Culture and Safety to deal with any escalated industrial/discipline or safety issues

Delegations: Delegations under the *Local Government Act*

Knowledge, Experience, Qualifications and Attributes

- Tertiary qualification in an appropriate discipline (eg business, public relations, communications, media) and /or equivalent experience within community engagement
- International Association for Public Participation (IAP2) Certificate
- Experience delivering significant community consultation projects for the public sector, preferably local government
- Demonstrated experience building strong relationships across a diverse range of stakeholders
- Excellent written and verbal communication skills
- Ability to work occasionally outside normal working hours, including weekends as required

This position description is a true reflection of the current requirements of the role. Where appropriate, employees will be consulted on the changes and employees are expected to participate in consultation.

I have read, understood and accepted the responsibilities as outlined in this position description.

Signature: _____ **Date:** _____