

Role Statement

Role Title:	Senior Community Engagement Officer	Level:	PM&S Level 1
Status:	Individual Contributor		
Role Purpose:	This role provides support on community engagement initiatives for program delivery projects. The assists in the development and implementation of contemporary community engagement programs and is responsible for ensuring community members are fully informed about Ausgrid plans and operations and, where feasible, have an opportunity to have input into decisions that affect them.		

Minimum Role Accountabilities:

Context: *Dimensions relevant to this role*

<i>Influence/Impact</i>	Community engagement and conflict resolution
<i>Leading & Developing</i>	Experienced technical or professional leader contributing to mid-term workforce planning
<i>Difficulty</i>	Implementing operational plan or change and issue resolution across multiple employees or cross functional activities
<i>Planning Focus</i>	Tactical planning or mid-term program planning for area of accountability
<i>Direction</i>	Operational direction and support from senior management esp. Program Delivery

Accountabilities: *What I may be expected to do when I come to work in this role:*

- Support and implement contemporary community engagement programs in line with best practice models such as the International Association of Public Participation (IAP2) principles and processes
- Work collaboratively to implement community engagement programs to support the delivery of projects. This includes preparing briefs on requirements/resourcing, establishing relationships with community groups, including the delivery of presentations, provision of technical information, and attendance at forums and public meetings as an Ausgrid representative.
- Maintain regular correspondence with key stakeholders regarding project activities and issues and contribute to development and maintenance of contact database. This includes management of project incidents including on-site support if required. Also produce regular written communication with stakeholders including community newsletters as well as maintenance of project websites/ pages
- Identify opportunities to submit information to the Corporate Affairs group for external publication to support community engagement programs and refer all media enquiries to them while assisting as required
- Contribute to the development of a culture within Ausgrid that values community engagement as good business practice
- Contribute to the management of formal complaints and government correspondence
- Contribute to ongoing development and improvement of policies and systems that support best practice community engagement
- Work safely both in the office environment and in the community with a particular focus on pre-work hazard assessment of field activities
- Perform other duties and responsibilities as may be directed by your manager, in line with the Work level standards for this role

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Minimum Occupational Capability Requirements:

Essential: the Knowledge, Skills, Accreditations, Licencing and/or Authorisations, you must have in this role to be safe and effective:

- Degree qualifications in Communications or related discipline
- Class C Drivers licence
- Significant proven experience in community engagement for major infrastructure projects
- Demonstrated experience in: developing and implementing community engagement programs and associated communications materials, directing community engagement contractors and working closely with civil contractors
- Excellent verbal and written communication skills and highly developed interpersonal skills
- Demonstrated experience in management of complaints and government correspondence including the ability to identify issues and address them through recommending and implementing community engagement activities
- Demonstrated ability to exercise judgement and manage issues during project incidents and implement policy decisions with minimal supervision
- Advanced time management and organisation skills, demonstrated ability to set and achieve goals

Elective: *may be required in this role but not all in this role may need it:*

- IAP2 Certificate in Public Participation
- Experience in operating web content management systems
- Competency in the use of relevant computer programs including Adobe InDesign, Illustrator, and Photoshop
- Experience in operating community engagement stakeholder database platforms/CRMs