



## Position Description

<b>Position</b>	Community Engagement Officer
<b>Division</b>	Marketing & Visitor Experience
<b>Location/s</b>	Mosman/all sites
<b>Reports to</b>	Head of Engagement & Experience
<b>Direct Reports</b>	Nil
<b>Enterprise Agreement Classification</b>	Level 6
<b>Our Organisation</b>	<p>The Sydney Harbour Federation Trust (the Harbour Trust) is an Australian Government agency that protects and manages some of the most historically significant foreshore sites on Sydney Harbour including Cockatoo Island in Sydney Harbour, Woolwich Dock and Parklands in Woolwich, Sub Base Platypus in North Sydney, Georges Heights, Middle Head and Chowder Bay in Mosman, North Head Sanctuary in Manly, Marine Biological Station in Watsons Bay and Macquarie Lightstation in Vaucluse.</p> <p>The Harbour Trust’s mission is to bring to life our natural and cultural heritage and provide a lasting legacy for all Australians through conservation, remediation and the adaptive reuse of places in our care.</p> <p>Our sites are rich in history and link us to our complex past and continuing connections. They are Country – the interconnected layers of water, land and air that for First Nations people hold cultural practices, community and sense of worth. They tell stories of colonization and dispossession, of convict incarceration, of nineteenth and twentieth century military and defence roles, and speak of the enterprise and industry of the modern nation, and of the contemporary communities they have become.</p>
<b>Code of Conduct &amp; Values</b>	All employees at the Harbour Trust abide by the Harbour Trust’s key values and Code of Conduct, behaving honestly and with integrity and acting with care and diligence.

	Employees are required to maintain confidentiality of all Harbour Trust information, upholding the Harbour Trust's values, integrity and its good reputation.
<b>Health &amp; Safety</b>	The Harbour Trust integrates safety into all aspects of the business to promote a positive safety culture and takes proactive steps to mitigate the risk of harm to employees and others in the workplace.
<b>Our Commitment</b>	The Harbour Trust is an equal employment opportunity employer, committed to ensuring all employees are free from discrimination and harassment; where everyone is treated with dignity, courtesy and respect.

## **ROLE OVERVIEW:**

The Community Engagement Officer is responsible for executing key strategies to support meaningful engagement between the Harbour Trust, key stakeholders, partners and the community.

The position leads the ongoing delivery of the Stakeholder Engagement Strategy across the organisation. They are responsible for ideating and developing high quality strategic activities and materials with limited direction that advance the Strategy. The role will work with discretion and build on their prior experience to build ongoing and new relationships with internal, external stakeholders, partners and organisations and members of the public. No two days in this role will be the same. The ideal candidate will have the ability to pivot based on the priority of the day.

## **ROLE ACCOUNTABILITIES:**

- Work with cross departmental teams on a master stakeholder database system to ensure accuracy of contacts. Support the implementation of the new CRM including developing guidelines to help capture stakeholder engagement across the organisation.
- Demonstrate initiative by taking the lead on the delivery of the Stakeholder Engagement Strategy through the development and implementation of a range of community consultation activities, (i.e., workshops, community forums) and engagement tools (surveys and other e-consultation mediums) in collaboration with other key internal staff members.
- Deliver strategic community consultation campaigns, including facilitating the co-ordination of exhibition materials and collaborating with a broad range of internal and external stakeholders including Planning, Capital Projects, Marketing and the Department. e.g., 'Have Your Say' platform.
- Provide administrative and secretariat support for the Community Advisory Committees i.e. General Committee, First Nations Advisory Group, Board Meetings in Public, Volunteer Working Groups and site-specific committees or workshops. This includes but is not limited to organising agendas, writing and co-ordinating minutes and communicating and tracking

actions. Collaborate with key members of the Executive Team and Executive Director to develop agendas, presentation materials and content.

- For any new committees/working groups/advisory groups, review and draft of Terms of Reference and governance structures, manage EOI and selection processes for committee memberships.
- Build strong relationships and proactively collaborate across all departments to understand areas of work that is of interest to the community.
- Draft content and communications approach for marketing to execute including, this will include a variety of mediums such as letterbox drops, on site signage, webpage, Have Your Say platform.
- Actively participate in the community through representing the Harbour Trust in discussions and meetings with potential partners, providers, peak bodies and industry stakeholders in community relations, precinct committee meetings and local resident meetings as required.
- Contribute to building partnerships that help the Harbour Trust deliver on its objectives and delivers community benefit.
- Work with the Volunteer Manger to support, schedule and manage the Volunteer outreach speakers program and be the key contact with volunteers ensuring they have up to date equipment, content and presentations for delivery at their community engagements.
- Develop, implement, monitor and analyse a 6–12-month Harbour Trust Community Engagement communications plan that supports projects (i.e., master plans and capital works programs, including writing and preparing material such as printed newsletters, website and eDM content, social content and signage).
- Demonstrate initiative in monitoring and reporting on community sentiment, emerging issues and communication within the community/community groups and, using discretion, recommend Harbour Trust’s strategic approach.

## SELECTION CRITERIA:

### **Essential (*Qualifications, attributes, skills and knowledge*)**

- Highly skilled stakeholder engagement professional with extensive experience and confidence working with diverse and complex stakeholders and organisations.
- Demonstrated experience in managing community relationships and leading with a variety of approaches, methods and techniques for varied consultation requirements.
- Demonstrated initiative and technical ability to lead stakeholder engagement across a range of activities, areas and audiences concurrently and ability to analyse outcomes and make recommendations to key internal stakeholders.
- Demonstrated experience working in complex corporate or government environments with multiple stakeholders.



- Ability to demonstrate key Harbour Trust behaviours such as being constructive, innovative mindset, collaboration is key, sharing information, working together with empathy and resilience to complete tasks and projects.
- Demonstrated ability to communicate effectively, negotiate, problem solve, influence, and develop and maintain good working relationships with a wide range of highly engaged community stakeholders.
- Strong interpersonal skills to foster and maintain positive working relationships with internal and external stakeholders and partners.
- Strong organisational skills with strong attention to detail, resourceful, able to use creative thinking to solve problems and recommend solutions.
- Demonstrated ability to maintain a high level of confidentiality, self-motivation and professionalism.
- Demonstrated knowledge of IAP2 Principles of Stakeholder Engagement.
- Ability to quickly gain knowledge of federal laws and regulations that govern the Harbour Trust.

## **QUALIFICATIONS:**

Tertiary qualifications in Communications/Stakeholder Engagement or similar and/or extensive experience in the field.

## **Eligibility**

- Satisfy a Police Check
- Hold Australian citizenship or residency or appropriate visa.

## THE CORE CAPABILITY FRAMEWORK

<b>COMMUNICATION</b>
<ul style="list-style-type: none"><li>• Communicates effectively across the organisation</li><li>• Interprets and clearly explains workplace issues and complex technical information</li><li>• Presents information, uses language, and develops supporting materials appropriate to the needs of the audience</li><li>• Negotiates as an individual or as part of a team, including planning for negotiation, conducting the negotiation, and finalising the outcome</li><li>• Prepares a range of complex written material</li></ul>
<b>WORKING with PEOPLE</b>
<ul style="list-style-type: none"><li>• Establishes and maintains professional networks and consults with stakeholders</li><li>• Looks for opportunities to communicate organisational goals and directions to relevant stakeholders in the community</li><li>• Works collaboratively and cooperatively, drawing on the strengths of colleagues</li><li>• Shows sensitivity, empathy, understanding and skill in resolving conflicts and differences</li><li>• Values and promotes diversity and works to support diversity in teams</li></ul>
<b>PROBLEM SOLVING &amp; DECISION MAKING</b>
<ul style="list-style-type: none"><li>• Applies analysis, reasoning and synthesises information to solve complex and ambiguous problems</li><li>• Generates practical solutions through the logical analysis of complex issues</li><li>• Questions how things are done to identify new opportunities and seeks innovative solutions</li><li>• Identifies the needs and viewpoints of individuals and considers them when assisting implement change</li><li>• Negotiates responsibilities for work outcomes and manages the allocation of resources</li><li>• Interprets and applies sound judgement to risk management</li></ul>
<b>PLANNING &amp; TIME MANAGEMENT</b>
<ul style="list-style-type: none"><li>• Develops and implements project plans; contributes to work area plans for longer term initiatives</li><li>• Clearly articulates the department's objectives and position</li><li>• Revises own work plans according to changes in work priorities or Harbour Trust needs</li><li>• Demonstrates an understanding of the interrelationships of issues and plans for contingencies</li><li>• Is alert to changes in the broader environment that may impact on work objectives and decisions and execute change initiatives in an effective way</li></ul>
<b>HARBOUR TRUST SPECIFIC KNOWLEDGE</b>
<ul style="list-style-type: none"><li>• Builds, applies, and maintains appropriate relevant experience, skills, and knowledge</li><li>• Where relevant to the position, maintains and demonstrates professional/technical qualifications or specialist expertise</li><li>• Applies ethical frameworks, promotes ethical decision making and policy development</li><li>• Maintains awareness of and works within contractual procedures and processes</li><li>• Considers environmental requirements with resource usage, storage, and maintenance</li><li>• Creates and manages project plans in line with Harbour Trust objectives</li></ul>