

Community Engagement Coordinator

CLASSIFICATION: Band 7

OCCUPANT: Vacant

DATE: July 2025

POSITION CONTEXT & OBJECTIVE(S):

The position will:

- Provide Council stakeholders, partners and the community with professional, cost-effective, opportunities to engage with Council across a range of traditional and digital platforms.
- Provide leadership within Council to help in the delivery of high-quality community engagement activities, including deliberative engagement.
- To analyse and report on Council interactions and engagement with the community including on specific engagement activities and also day-to-day levels of engagement with Council's communication tools which include websites, social media pages and newsletters.
- Help build and maintain Warrnambool City Council's relationships with the media and the community.
- To lead the design and, in some instances, the delivery of community engagement plans, working with Council staff and also the Mayor.

KEY RESPONSIBILITIES AND DUTIES:

1. Provide community engagement, project management, leadership and support to enhance delivery of key Council strategic requirements including but not limited to:

- The Council Plan
- The Municipal Public Health and Wellbeing Plan
- The Community Engagement Policy

2. Lead the implementation of innovative engagement methods to enhance community participation and feedback on key Council projects, including via Council's online engagement platform.

3. Coordinate the implementation of an organisation-wide approach to Community Engagement. Develop strong relationships with key stakeholders in Council (key service and project managers) to build capacity and facilitate effective engagement practices.

4. Work closely with the Communications Unit colleagues, to plan, co-create and deliver timely and innovative communication messages and promotion of engagement activities.

5. Provide high quality policy and practice advice to the Senior Leadership Team and staff regarding the application of Council's engagement policy and processes, including evaluation framework.

7. Provide regular reporting (quarterly and annual) on the delivery of key activities, for the Leadership Team, and prepare and present briefings for Council and other community stakeholders as required. The reporting will cover engagement with Council in relation to specific projects and general engagement such as through Council's social media and various websites.

8. Analyse engagement data to provide actionable insights.

9. Build relationships and networks to connect people and community groups and Council to build capacity in participatory processes and planning, and to significantly increase community participation and feedback that is incorporated back into Council processes.

Council is committed to creating and maintaining a child safe and child friendly city, where all children are valued and protected from abuse. Child safety and wellbeing are a community responsibility and are everyone's business. The safety of children in our care is Council's first priority and we have zero tolerance for child abuse or harm.

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KEY SELECTION CRITERIA:

Applicants should address the following in their applications:

- Tertiary qualifications (degree equivalent) in community engagement, community development or related discipline.
- High Level of experience in delivering community engagement projects using the IAP2 spectrum or similar.
- Proven experience in enhancing the capacity of an organisation wide approach to community engagement.
- Demonstrated public presentation experience and liaising internally and externally with people from all backgrounds.
- Demonstrated organisational skills including proven ability to manage multiple projects and competing priorities.
- Demonstrated ability to manage diverse stakeholder groups, under challenging situations to successfully negotiate positive outcomes to enhance program delivery.

The qualifications, skills and experience outlined in this position description are ideals to which the occupant will aspire. Unless specifically stated, they are not absolutely essential.

GENERAL EMPLOYMENT PROBITY CHECKS:

The incumbent must have and maintain a current Fit2Work (Police Records):

☒ YES

The incumbent must have and maintain a Working with Children Check:

☒ YES

ORGANISATIONAL RELATIONSHIPS:

Reports to: Manager Communications

Supervises: Nil

Internal Contacts: All Staff

External Contacts: Other agencies, event sponsors, community groups, volunteers and the general public

RELATIVE LEGISLATION

- Fair Work Act 2009
- National Employment Standards
- Occupational Health & Safety Act 2004
- Superannuation Act 1976
- Victoria Long Service Leave Act 2018
- Victoria Workplace Injury Rehabilitation and Compensation Act 2013
- Gender Equality Act 2020

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Free to act once a clear course of action has been agreed to with colleagues and relevant managers.
- Be accountable for the efficiency of effort and the quality work produced.

JUDGEMENT AND DECISION MAKING:

- Be able to make decisions on day-to-day activities.
- Strategic decision-making to be aided by the communications manager and communications officer.

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WORKING TOWARDS A BETTER WARRNAMBOOL



ACCOUNTABILITY



COLLABORATION



RESPECTFULNESS



PROGRESSIVENESS



WELLBEING

Community Engagement Coordinator

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Ability to operate a DSLR camera to capture high quality stills and video.
- Ability to operate a drone to capture high quality stills and video.
- Ability to use photography editing software such as Adobe Photoshop or Affinity Photo.
- Ability to use video editing software such as Da Vinci Resolve or Adobe Premiere Pro.

MANAGEMENT SKILLS:

The following management skills will be utilised:

- Ability to work efficiently within set guidelines, including demonstrated skills in managing time and organising work with assistance from the Communications Manager and Communications Officer.
- Ability to work under pressure and maintain a consistent work output.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Ability to work within a team.
- Professional and articulate with effective interpersonal skills.
- Demonstrated ability to meet deadlines
- An enthusiastic and self-reliant approach to meeting job responsibilities and accountabilities.
- Ability to gain the trust, co-operation and assistance of key stakeholders.
- Ability to establish a rapport with other members of the team and to contribute to a positive work culture.
- Ability to articulate issues and help develop solutions.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are preferred for the position:

- A qualification in a relevant discipline.
- Demonstrated commitment to developing, implementing and maintaining co-operative working relationships within the organisation and externally with businesses and industry.
- Current driver's license.
- Previous experience which involved working and negotiating with business and government stakeholders.
- Experience in establishing and driving community projects involving the joint co-operation of Council, other levels of government, the private sector and community.

TERMS AND CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the Warrnambool City Council Enterprise Agreement.

Community Engagement Coordinator

AGREEMENT:

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

Name:	
Signature:	
Date:	

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