



Position Details

Position title:	Community Engagement Officer
Award Classification:	Band 6
Department:	Communications and Governance
Division:	Governance and Performance
Date Approved:	August 2026
Approved By:	Director, Governance and Performance

Organisational Relationships:

Reports To:	Engagement Advisor, Neighbourhood Partnerships
Supervises:	N/A
Internal Stakeholders:	Council employees and managers, Executive Leadership Team and councillors
External Stakeholders:	Residents, members of the public, government representatives, statutory authorities, clients, suppliers, consultants and contractors, local government peers, service providers.

Position Objectives

- Facilitate inclusive and accessible engagement initiatives that enable diverse community groups, particularly those underrepresented or with additional needs, to participate effectively in Council's decision-making processes.
- Design and deliver engagement activities that gather meaningful insights and evidence to inform Council strategies, policies, and projects.
- Implement engagement programs and activities in alignment with Council's Community Engagement Policy and strategic priorities.
- Contribute to strengthening a culture of excellence in community engagement across the organisation by sharing best practices, building staff capability, and supporting continuous improvement.

Key Responsibilities and Duties

- Collaborate with the Engagement Advisor, Neighbourhood Partnerships to design and deliver targeted engagement initiatives that support meaningful participation from community members who may face barriers to engaging with Council.
- Identify and apply culturally appropriate engagement methods to effectively reach diverse communities, while documenting approaches and promoting best practice across the organisation.
- Engage with Council's Advisory Committees and Reference Groups to gather input and feedback on relevant projects and initiatives.
- With the Engagement Advisor, Neighbourhood Partnerships, lead the planning, coordination, delivery, evaluation and continuous improvement of Council's Neighbourhood Engagement Program, including Neighbourhood Conversations and Conversations with Councillors.
- Develop and distribute Council's monthly engagement newsletter, ensuring content is timely, relevant and accessible.
- Proactively scope, plan, deliver and report on low- to medium-risk engagement projects in alignment with Council's Community Engagement Policy.
- Coordinate and deliver internal 'Community of Practice' workshops to support community engagement, and help build the capacity of council officers, working closely with the Engagement Advisor, Neighbourhood Partnerships.

Accountability and Extent of Authority

- Share responsibility for the implementation of Council's Community Engagement Policy with other members of the Stakeholder Engagement Team.
- Provide professional, timely and accurate advice to support Council staff to minimise risks and maximise intended outcomes for community engagement programs.
- Deliver the Neighbourhood Engagement Program, under direction of the Engagement Advisor, Neighbourhood Partnerships.
- Manage internal requests for engagement assistance via Service Now and external requests via the Engagement Helpdesk.

Judgement and Decision Making

- Use sound judgement, creativity and problem-solving skills under guidance to respond to technical issues as they arise.
- Provide advice to other staff using established methods, with guidance available when needed.
- Make decisions to manage OH&S and other risks using established procedures.
- Escalate issues to the Engagement Advisor, Neighbourhood Partnerships as appropriate, to ensure timely and constructive resolution.

Specialist Skills and Knowledge

- Knowledge and experience in community engagement design, delivery and implementation, particularly working with diverse communities.
- Understanding of IAP2 standards and their application within a local government context is desirable.
- Excellent verbal and written communication skills, including report writing, presentation and facilitation skills, with keen attention to detail.
- Strong computer skills including databases, Microsoft Office, content management systems and other relevant software packages.
- Ability to apply structured thinking and sound judgement to engagement planning and delivery, with a focus on listening and responsiveness

Management Skills

- Effectively manage time, set priorities, and plan and organise own workload to meet defined objectives within required timeframes and available resources.
- Support other employees by providing guidance on engagement practices, contributing to the achievement of shared objectives.
- Contribute to the implementation of Council strategies and continuous improvement initiatives by planning and delivering engagement activities aligned with organisational goals.
- Work collaboratively with staff and managers to coordinate engagement activities and support the achievement of team and organisational priorities.
- Plan and adapt work to meet objectives in a changing environment, using available resources and seeking guidance where appropriate

Interpersonal Skills

- Excellent skills in communicating, liaising and building constructive relationships with a range of stakeholders.
- Ability to work cooperatively with other staff to support their learning and capacity building for positive community engagement outcomes.
- Excellent written and verbal communication skills, including presentation and facilitation skills.
- Ability to work constructively as part of a team in a busy environment as well as working effectively with minimal supervision.
- Excellent customer service, stakeholder management and empathy skills

Qualifications and Experience

Academic:

- Tertiary qualification in community engagement, stakeholder management, project management, communications or a related field, or lesser qualifications and

significant experience within related role.

- Certification in IAP2 practices is highly desirable.

Experience:

- Experience analysing data and preparing written reports and for a variety of stakeholders on a diverse range of issues.
- Experience working on a range of projects across multiple disciplinary areas.
- Experience working in a local government setting is highly desirable.
- Experience working with a range of people from various backgrounds, such as people with disability, people of CALD backgrounds, young people and older people.

Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.
- This role occasionally requires work outside standard hours, with time off in lieu available to balance extra hours worked.

Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.



Security Requirements and Professional Obligations

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed via City of Port Phillip's Provider.
- Evidence of a Working with Children Check (employee type with City of Port Phillip registered as the organisation).

Key Selection Criteria

- Tertiary qualifications in engagement, communications, stakeholder management or a related field, and/or relevant work experience in community engagement.
- Excellent written and verbal communications skills, with experience in report writing and data analysis, with strong attention to detail.
- Strong project management skills with demonstrated ability to prioritise workload and address issues as they arise.
- Demonstrated ability to build effective stakeholder relationships, to foster collaboration and support capacity building across the organisation.
- Demonstrated ability to work flexibly, effectively and cooperatively as part of a team in a demanding work environment.
- Experience working in a local government setting and understanding of IAP2 methodologies are highly desirable.

City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.



Position Description

PD Community Engagement Officer, Aug 2026

Our values

Working together
Performance

Creative and strategic thinking
Courage and integrity

Personal growth
Accountability, Community First