



Position Details

Position title:	Community Support and Projects Officer
Award Classification:	Band 5
Department:	Community Building and Inclusion
Division:	Community Wellbeing and Inclusion
Date Approved:	October 2026
Approved By:	Manager Community Building and Inclusion

Organisational Relationships:

Reports To:	Coordinator Community and Social Planning
Supervises:	N/A
Internal Stakeholders:	Council Employees and Managers, Executive Team and Councillors
External Stakeholders:	Residents, members of the public, government representatives, Statutory Authorities, non-profit organisations, suppliers, consultants, contractors and service providers.

Position Objectives

- Build collaborative relationships with staff, community members and stakeholders to support inclusive, community-focused outcomes.
- Coordinate and support community engagement, community development, events and project activities that contribute to positive community outcomes and Council priorities.
- Manage reporting, procurement and information management processes to support effective governance, service delivery and customer outcomes.
- Support the development and delivery of communications, digital content and community engagement materials that promote the Community and Social Planning team and others initiatives and services.



Key Responsibilities and Duties

Project Support to the Community and Social Planning team

- Support the planning, coordination and delivery of projects and initiatives within the Community and Social Planning team.
- Maintain project documentation, budgets, procurement processes and reporting requirements.
- Undertake research, data collection and analysis to support project development and evaluation.
- Prepare reports, briefings, presentations and stakeholder communications.
- Support cross-functional project teams, working groups and collaborative initiatives.

Community Engagement and Community Development

- Support the planning and delivery of community engagement activities, consultations, events and workshops.
- Assist the coordination and delivery of community events and initiatives that strengthen community connection, participation and inclusion.
- Build and maintain positive relationships with community members, organisations and stakeholders.
- Collect and analyse community feedback to support project evaluation and continuous improvement.
- Participate in community activities and events, including occasional after-hours commitments.

Communications and Digital Content

- Maintain website and intranet content.
- Prepare and coordinate community communications, promotional materials and engagement resources.
- Support digital communications, online engagement activities and communication campaigns.
- Ensure information is accurate, accessible and aligned with Council standards.
- Develop and format reports, presentations and communication materials.

Continuous Improvement

- Identify and implement improvements to administrative, reporting, customer service and engagement practices.
- Contribute to a culture of collaboration, innovation and continuous improvement.

Business Support and Administration

- Coordinate procurement, purchasing and financial administration processes.
- Support budgeting, reporting and acquittal requirements.
- Manage CRM, ECM, customer requests and records to ensure compliance and service standards.

- Coordinate responses to Councillor, CEO and customer enquiries.
- Provide governance and administrative support, including meetings, documentation and action tracking.
- Develop and improve systems, processes and tools that support effective service delivery.

Accountability and Extent of Authority

- Responsible for the effective administration of systems including CRM, ECM, customer requests and reporting processes.
- Coordinate procurement and purchasing activities, providing advice and support to staff on procurement processes and ensuring requirements are achieved within approved budgets, policies and reporting frameworks.
- Accountable for maintaining accurate records, project documentation, website content and reporting information.
- Exercises judgement in prioritising competing administrative, project and engagement activities.
- Works with a degree of autonomy within established procedures, policies and approved project plans.
- Provides advice and support to staff regarding business systems, administrative processes and reporting requirements.

Judgement and Decision Making

- Exercises judgement in applying established policies, procedures and practices to resolve operational issues and support project, engagement and business activities. Guidance and advice are available where required.
- Determine and implement improvements to office systems and procedures, responding to new situations with creativity and originality, with guidance and advice usually available within the time required to make a choice.

Specialist Skills and Knowledge

- Demonstrated knowledge of customer relationship management systems, records management, administrative processes and relevant Council policies and procedures.
- Experience supporting procurement, contract administration and financial reporting activities in accordance with relevant Council policies and procedures.
- Knowledge of community engagement and community development principles and practices.
- Experience preparing communication materials, digital content and community information resources.
- Strong project coordination skills, including scheduling, stakeholder engagement, reporting and documentation.
- High level proficiency in Microsoft Office and corporate business systems.
- Understanding of local government processes and community services is desirable.



Management Skills

- Well-developed time management skills, including the ability to set priorities and plan and organise own work to meet agreed objectives and timeframes.
- Provide advice, guidance and training to staff as required to support the achievement of objectives and service outcomes.

Interpersonal Skills

- Well-developed oral and written communication and presentation skills
- Ability to work effectively in a team and to contribute to team goals and objectives
- Flexibility to adjust and adapt to changing work demands and routines whilst meeting service commitments.
- Ability to gain cooperation and assistance from internal and external customers / service providers.
- Ability to prepare reports and external correspondence relating to community engagement, administration and project activities.

Qualifications and Experience

- Relevant qualification in community development, communications, administration, project management or a related field; or significant experience.
- Demonstrated experience in administration, project support, customer service or community-focused roles.
- Experience coordinating events, engagement activities or community programs.
- Experience preparing reports, communications or digital content.
- Experience working with diverse communities and stakeholders.
- Experience using CRM, records management and financial systems.

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.

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

- Experience coordinating community engagement, community development, events or stakeholder engagement activities.
- Experience managing customer relationship management systems, records management or customer requests.
- Strong written communication skills with the ability to prepare reports, presentations, promotional materials and website content.
- Well-developed organisational skills and the ability to manage competing priorities and deadlines.
- Experience supporting projects, including planning, reporting, procurement and evaluation activities.
- Demonstrated commitment to continuous improvement and delivering excellent customer service.



Position Description

PD Community Support and Projects Officer, October 2026

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.

Our values

Working together
Performance

Creative and strategic thinking
Courage and integrity

Personal growth
Accountability, Community First