



Engagement Officer

The opportunity

Play a key role in helping shape the future of Wollongong by connecting community voices with Council decision-making. As an Engagement Officer, you'll work across a diverse range of projects, from strategic planning and community initiatives through to infrastructure, placemaking and cultural projects. Every project is different, giving you the opportunity to learn about many areas of Council and make a genuine impact on the community.

You'll join a collaborative and supportive team who work closely together to deliver meaningful engagement outcomes. Your work will involve partnering with Council teams, community members, businesses, government agencies and other stakeholders to design engagement activities, gather feedback and help ensure community perspectives inform decisions.

This is a permanent full-time position working 35 hours per week. Salary from \$100,110 up to \$122,715 per annum plus superannuation (salary will be assessed based on skills, experience and qualifications).

Under Part 2, Section 6 of the Child Protection (Working With Children) Act 2012, this position has been designated as requiring a paid Working With Children Check.

As part of this role, you will:

- Work across the Wollongong Local Government Area.
- Be required to hold or obtain a paid NSW Working With Children Check.
- Participate in occasional evening and weekend engagement activities and events.
- Be physically capable of undertaking event-related activities, including the setup and pack down of marquees, tables, chairs and engagement equipment.

Interested?

Click on 'Apply' to complete your online application.

You will be prompted through the application to answer the selection criteria as outlined overleaf.

Contact Sophie McCrea , Engagement Coordinator, on (02) 4227 7463 for questions related to the job.

For questions related to submitting your application online, our recruitment process or you require adjustments in the recruitment process, please contact the Talent Acquisition Team on (02) 4227 7065.

Applications close 11:59pm, Thursday 8 October 2026.

How you'll make a difference

- Design and deliver community engagement and consultation activities across a wide range of Council projects.
- Develop engagement strategies and plans that align with project objectives and community needs.
- Build trusted relationships with internal and external stakeholders.
- Facilitate community conversations, workshops, events and engagement activities.
- Create clear, engaging and accessible communication content for online and face-to-face engagement.
- Analyse community feedback, identify key themes and prepare reports that support informed decision-making.
- Coordinate and deliver engagement events across the Wollongong region.
- Provide advice and support to Council teams on engagement approaches and best practice.
- Contribute to strengthening community trust and participation in Council decision-making.
- Work collaboratively with colleagues to continuously improve engagement practices across the organisation.

About you

You are a confident communicator who enjoys working with people and building positive relationships. You thrive in collaborative environments, bring positive energy to a team and enjoy finding solutions to complex challenges. You are equally comfortable facilitating conversations with community members, working with project teams, analysing feedback or preparing reports and communication materials.

You bring:

- A relevant degree, or substantial progress towards completion of a relevant degree, in communications, marketing, social sciences, psychology, sociology, arts, human geography or a related discipline.
- Experience in community engagement, stakeholder engagement, communications, community development, customer service, event coordination or a similar relationship-focused role.
- Strong written and verbal communication skills, including the ability to translate complex information into clear and engaging content.
- Experience building productive relationships with diverse stakeholders and communities.
- The ability to manage multiple projects, competing priorities and changing deadlines.
- Experience researching, analysing and interpreting information to identify themes and provide recommendations.
- A collaborative approach and commitment to contributing positively to team culture.
- Strong problem-solving skills, sound judgement and a community-focused mindset.
- A current Class C Driver Licence.
- A commitment to child safety and creating inclusive, respectful environments for all community members.

Most importantly, you embody Wollongong City Council's values of **Respect, Integrity, One Team, Sustainability and Courage** in the way you work every day.



2025 Winner
AHRI Awards:
Best Employee
Experience
Strategy



2025 Highly Commended
NSW Local Government
Excellence Awards:
Organisational Diversity
& Inclusion



Veterans
Employment
Program



Committed
to Core
Inclusion



Selection Criteria

Wollongong City Council uses a merit-based recruitment process.

To support the panel in assessing your suitability, please respond to the criterion in detail. Your responses should clearly demonstrate how you meet each requirement, using specific examples that highlight your relevant skills, experience, knowledge, and attributes.

Please ensure your answers are authentic and reflect your own experiences. Responses generated by AI or copied from generic sources are discouraged, as they do not provide the depth or relevance needed for effective assessment.

We also encourage you to reflect on how your approach and values align with Wollongong City Council's core values: Respect, Integrity, One Team, Sustainability, and Courage.

The more detail you provide, the better equipped the panel will be to understand your capabilities and alignment with the role and our organisation.

1. Describe your relevant degree (or a degree you have substantially completed) (For example, in communications, marketing, social sciences, psychology, sociology, arts, human geography or a related discipline), and outline how it relates to the role. Include any relevant experience you have gained through work, study, placements, volunteering, or project.
2. Detail your experience in developing and delivering strategies to give stakeholders a voice in a decision-making process.
3. Tell us about a project or piece of work where you balanced multiple priorities, deadlines and stakeholder expectations. How did you organise your work, manage challenges and ensure successful delivery?
4. Provide an example of how you communicated complex information to a community, stakeholder group or internal audience. How did you ensure the information was clear and accessible, and what was the outcome?
5. Wollongong City Council is committed to being a child safe organisation. What is your understanding of child protection responsibilities in a role that may interact with children and young people?



Why you'll love working here

We're values based, and purpose-led

We care about our community and aim to create an extraordinary Wollongong. This is achieved by working toward the goals in the Our Wollongong Our Future Community Strategic Plan 2035. Our work is guided by our values of Courage, Integrity, Respect, Sustainable and One Team.

Make a difference in your community

You'll be part of a team that makes a positive impact through the services they provide, the infrastructure they build and the community they create.

Be your authentic self

Our strength is the diversity of our people. Council is an inclusive workplace where everyone is welcome, valued and belongs.

Grow capability and opportunity

We'll invest in you to develop the next generation of leaders who'll deliver services, projects and infrastructure that can only be found in large complex organisations.

Create local and industry connections

As part of a large and complex Council in a major city, you'll establish networks with a range of Local Government Industry peers, bodies, associations and organisations.

Career growth and recognition

Reward and recognition, corporate

True work-life balance

We know you work hard, and we make sure that effort is rewarded with real flexibility. Our hybrid work options, flex-time, and rostered days off mean you can maintain balance with family and enjoying our coastal lifestyle, while delivering great outcomes for community.

Great working conditions

Enjoy a 35-hour work week.

Generous leave provisions

Five weeks of annual leave per year (pro rata) and access to long service leave after just five years.

Health, safety, and wellbeing

We prioritise a safe workplace for everyone, every day, everywhere. Our wellbeing programs support mental, physical and social wellbeing of our people to be at their best and include an Employee Assistance Program, skin and hearing checks and discounted gym memberships.

A vibrant social culture

We have a thriving Social Club hosting a range of fun activities year-round from trivia to happy hour events, themed nights and more. There's a dedicated social space with table tennis, pool table and shared break out areas.



Next steps

How to apply

Click apply and submit your up-to-date resume and answer the selection criteria questions.

Your application will be assessed following the conclusion of the advertising period.

We will keep you informed during the recruitment process to:

- Advise you of your progress through each stage;
- Explain assessments that you need to complete;
- Notify you of the outcome of your application by email or phone, and
- Provide you with feedback on your request.

For assistance in submitting your application, please contact the Talent Acquisition Team on (02) 4227 7065.

More information

- We encourage applications from everyone regardless of gender, age, ethnicity, cultural background, faith, disability or gender identity. People with disability are encouraged to reach out so they can be supported to access adjustments in recruitment processes and in the workplace, to enable them to demonstrate their skills and capabilities to meet the requirements of the job.
- Wollongong Council adheres to the principles of a child safe organisation and is committed to the care and protection of all children and young people in the community.
- Suitable candidates may be placed on an eligibility list for future opportunities in the team, which may include full time, part time, temporary and or casual.
- Suitable candidates are subject to employment screening which includes reference checks, Identity and Medical History Checks, and may also include a Nationally Coordinated Criminal History Check and Working with Children Check. Employment is subject to clearance of all these checks.

