

# Role Description

## Community and Stakeholder Engagement Coordinator



Transport  
for NSW

Cluster	Transport
Agency	Transport for NSW
Division/Branch/Unit	Various
Role number	Multiple
Classification/Grade/Band	USS5
ANZSCO Code	225311
PCAT Code	1339192
Date of Approval	October 2020
Agency Website	<a href="http://www.transport.nsw.gov.au">www.transport.nsw.gov.au</a>

### Agency overview

At Transport, we're passionate about making NSW a better place to live, work and visit. Our vision is to give everyone the freedom to choose how and when they get around, no matter where they live. Right now, we're delivering a \$57.5bn program – the largest Australia has ever seen – to keep people and goods moving, connect communities and shape the future of our cities, centres and regions. At Transport, we're also committed to creating a diverse, inclusive and flexible workforce, which reflects the community and the customers we serve.

Our organisation – Transport for NSW – is comprised of numerous integrated divisions that focus on achieving community outcomes for the greater good and on putting our customers at the centre and our people at the heart of everything we do.

### Primary purpose of the role

The role assists with the delivery and administration of communication and stakeholder engagement services within the Branch, including providing advice and services across community engagement initiatives, customer information, internal communications, and digital strategies.

### Key accountabilities

- Undertake research, fact checking and drafting communication collateral, including newsletters and reports, to assist in the implementation of communication and stakeholder engagement strategies and plans.
- Assist with the preparation, delivery logistics and evaluation of community engagement activities to ensure the timely distribution of up to date project information.
- Regularly update the integrated office communications calendar to assist in ensuring communication and stakeholder engagement activities are managed to time and budget.
- Maintain the currency of project documentation and databases, including stakeholder feedback and milestone achievements, to ensure projects are run and evaluated on up to date information.

- Work with Community and Stakeholder Engagement team to provide best practice communication and stakeholder engagement initiatives, including community consultation, customer information, internal communication and online and digital strategies.
- Consult with key internal and external stakeholders to implement designated communication initiatives.
- Participate in performance improvement projects both within the team and across the Branch to enhance the delivery of communication and stakeholder engagement services.

## Key challenges

- Maintaining up to date and best practice knowledge on a broad range of communication services including community consultation, customer information, internal communication, media management and online digital strategies.

## Key relationships

Who	Why
<b>Internal</b>	
Relevant Line Manager	<ul style="list-style-type: none"> <li>• Key relationship manager, report to, receive advice and guidance, clarify instructions and report on progress against work plans as required</li> <li>• Provide support to achieve operational priorities, exchange information and contribute to decision making</li> <li>• Escalate discuss issues and propose solutions</li> </ul>
Work Team	<ul style="list-style-type: none"> <li>• Provide guidance and professional support, exchange information and</li> <li>• Determine work priorities and oversee progress to facilitate their ongoing professional development</li> <li>• Collaborate to continually improve knowledge, build capability, and improve consistency and service quality</li> <li>• Provide an escalation point for issues or complex decision making</li> </ul>
<b>External</b>	
External Customers (e.g. vendors, industry groups, public)	<ul style="list-style-type: none"> <li>• Engage with relevant stakeholders/customers to open channels of communication, provide expert advice, gather and exchange relevant information</li> <li>• Resolve and provide solutions to issues</li> </ul>

## Role dimensions

### Decision making

The role is expected to operate with some degree of autonomy in respect to their day to day work priorities and, in this context, is expected to determine matters that need to be referred to senior managers or other staff to deal with and provide advice, exercising discretion and judgement on what is appropriate to send to their manager and/or leadership team.

### Reporting line

The role accounts and reports the relevant reporting line manager.

## Direct reports

The role has no direct reports

## Budget/Expenditure

As per the approved TfNSW Financial Delegations

## Key knowledge and experience

- Demonstrated ability to engage with a diverse audience, deal tactfully, confidently, and effectively with people at all levels, including service providers and clients.
- Experience in implementing campaign activities, functions, and events.
- Demonstrated proficiency in the use of corporate systems, for word-processing/ spreadsheets, website content management systems, databases (e.g. Consultation Manager or similar).

## Essential requirements

- A relevant qualifications/ associate diploma or certificate qualification with relevant experience.

## Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.


The capabilities are separated into **focus capabilities** and **complementary capabilities**.




## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role.

These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.





FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"><li>• Represent the organisation in an honest, ethical and professional way</li><li>• Support a culture of integrity and professionalism</li><li>• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct</li><li>• Recognise and report misconduct and illegal and inappropriate behaviour</li><li>• Report and manage apparent conflicts of interest and encourage others to do so</li></ul>	Intermediate
	<b>Manage Self</b>		Intermediate

	<p>Show drive and motivation, an ability to self-reflect and a commitment to learning</p>	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth, and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> <li>Stay motivated when tasks become difficult</li> </ul>	
 <p>Relationships</p>	<p><b>Communicate Effectively</b></p> <p>Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> <li>Focus on key points and speak in plain English</li> <li>Clearly explain and present ideas and arguments</li> <li>Listen to others to gain an understanding and ask appropriate, respectful questions</li> <li>Promote the use of inclusive language and assist others to adjust where necessary</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Write and prepare material that is well structured and easy to follow</li> <li>Communicate routine technical information clearly</li> </ul>	Intermediate
	<p><b>Commit to Customer Service</b></p> <p>Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> <li>Focus on providing a positive customer experience</li> <li>Support a customer-focused culture in the organisation</li> <li>Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers</li> <li>Identify and respond quickly to customer needs</li> <li>Consider customer service requirements and develop solutions to meet needs</li> <li>Resolve complex customer issues and needs</li> <li>Cooperate across work areas to improve outcomes for customers</li> </ul>	Intermediate
 <p>Results</p>	<p><b>Plan and Prioritise</b></p> <p>Plan to achieve priority outcomes and respond flexibly to changing circumstances</p>	<ul style="list-style-type: none"> <li>Plan and coordinate allocated activities</li> <li>Re-prioritise own work activities on a regular basis to achieve set goals</li> <li>Contribute to the development of team work plans and goal setting</li> <li>Understand team objectives and how own work relates to achieving these</li> </ul>	Foundational
 <p>Business Enablers</p>	<p><b>Technology</b></p> <p>Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> <li>Display familiarity and confidence when applying technology used in role</li> <li>Comply with records, communication and document control policies</li> <li>Comply with policies on the acceptable use of technology, including cyber security</li> </ul>	Foundational

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational