

Role Description

Community Engagement Officer



Education

Agency	Department of Education
Division/Branch/Unit	School Infrastructure NSW/Communications/Community Engagement
Location	259 George Street, Sydney
Classification/Grade/Band	Clerk Grade 7/8
Kind of Employment	Ongoing
Role Number	197483
ANZSCO Code	511112
PCAT Code	1121492
Date of Approval	June 2018
Agency Website	education.nsw.gov.au schoolinfrastructure.nsw.gov.au

Department of Education

The NSW Department of Education serves the community by leading the provision of world-class education. The department protects young children by regulating preschool and long day care providers. Once children move into school, we provide them with a world-class primary and secondary education. We also work to advance the wellbeing of Aboriginal people.

School Infrastructure NSW (SINSW) is delivering new school buildings, major upgrades and maintenance strategies to ensure every school-aged child has access to high quality education facilities at their local public school. This is the biggest education investment in history – a huge \$6 billion over the next four years for the development of new schools and major school upgrades, and a record breaking \$747 million to tackle maintenance across 2,200 public schools within the state.

Primary purpose of the role

The Community Engagement Officer supports the SINSW Community Engagement Managers in implementing the strategy, delivery and process improvement for local stakeholder and community engagement on behalf of SINSW from the early planning, design and construction through to maintenance portfolios. As required, the role liaises with the external agencies and SINSW project teams to assist with the delivery of communication and engagement tasks.

Key accountabilities

- Co-develop, implement and evaluate best practice communication and engagement strategies to effectively engage a range of different communities and key stakeholders around asset planning.
- Assist the account management of communication and engagement requirements for projects, engaging and supporting external agencies.
- Produce a range of appropriate communication tools and materials tailored to different audiences. This could include web content, flyers, newsletters, videos, social media content and advertising activities.

- Support the development and implementation of a range of community and stakeholder engagement tools and techniques such as community forums and events, workshops, briefings, surveys or community outreach activities.
- Support the community engagement managers to report on the interests of community and key stakeholders, assess program and project risks and provide recommendations to senior executives on how to best manage complex and contentious issues.
- Work across a number of projects simultaneously, ensuring activities are well coordinated and delivered on time.
- Build and maintain good working relationships with community representatives, school and departmental staff to support the successful delivery of communication and engagement programs.

Key challenges

- Develop event strategy recommendations to incorporate often conflicting views and interests of multiple stakeholders.
- Respond to emerging urgent matters and help managers deal with complex and contentious issues.
- Successfully manage competing projects and often tight timeframes in a politically sensitive and high pressure environment.

Key relationships

Who	Why
Internal	
Senior Manager, Community Engagement	<ul style="list-style-type: none"> • Receive instructions and provide specialist support for communication and engagement activities. • Assist in the coordination of stakeholder and community information and key messages. • Provide progress reports on work outcomes. • Keep informed of contentious issues or conflicts.
School Infrastructure NSW division	<ul style="list-style-type: none"> • Liaise across the SINSW division to leverage expertise to deliver results. • Work as a team member to collaborate and share information on programs and projects. • Participate in team meetings and contribute ideas to improve program delivery and work outcomes. • Build and maintain collaborative working relationships to support effective school community planning. • Liaise to understand program interdependencies, requirements and performance expectations.
School Operations and Performance division	<ul style="list-style-type: none"> • Develop and maintain effective working relationships and open channels of communication to facilitate liaison, consultation and engagement.
External	
Communication and engagement agencies:	<ul style="list-style-type: none"> • Assist with ensuring community engagement delivery standards across allocated SINSW projects.

Who	Why
Government agencies and organisations, specialist communications and engagement service providers, community stakeholders including councils, interest groups and school communities	<ul style="list-style-type: none"> • Support identification and mitigation against community engagement key risks and advise on engagement for incident management. • Support reporting on agency performance and suggest better ways of working.

Role dimensions

Decision making

This role works with limited supervision and guidance to achieve agreed project engagement program commitments. The role provides support to the project managers and Senior Manager to deliver project tasks on time, to budget and to a high standard. In matters that are sensitive, high-risk or business-critical, consultation is required with the Senior Manager to agree on a suitable course of action. The role operates within legislative and regulatory provisions, public sector frameworks, department strategic and business plans, policies and resource parameters.

Reporting line

The role reports to the Senior Manager, Community Engagement

Direct reports

The role has no direct reports

Budget/Expenditure

Nil

Essential requirements

- Tertiary qualification in communications or a related discipline and/or equivalent experience within community engagement.
- Experience in community consultation, either in the public or private sector.
- This role requires travel to outer suburban and regional locations, and work outside of core business hours in the evening and on weekends.
- Knowledge of and commitment to the department's Aboriginal education policies.





Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Adept

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate a high level of personal motivation
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Co-operate across work areas to improve outcomes for customers
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> Encourage a culture of recognising the value of collaboration Build co-operation and overcome barriers to information sharing and communication across teams/units Share lessons learned across teams/units Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work Initiate, prioritise, consult on and develop team/unit goals, strategies and plans Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses Ensure current work plans and activities support and are consistent with organisational change initiatives Evaluate achievements and adjust future plans accordingly
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and analyse information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> Prepare clear project proposals and define scope and goals in measurable terms Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Prepare accurate estimates of costs and resources required for more complex projects Communicate the project strategy and its expected benefits to others Monitor the completion of project milestones against goals and initiate amendments where necessary

NSW Public Sector Capability Framework

Group and Capability

Level

Behavioural Indicators

- Evaluate progress and identify improvements to inform future projects