

1. **Title:** **Corporate Services and Engagement Officer**
2. **Level:** **LGIA L7**
3. **Department:** **Corporate and Community Services**
4. **Position Objectives**

To provide a high level administration support to the Corporate and Community Services Directorate including assisting in the review and development of Policies and Procedures, Committee meeting coordination relevant to the Directorate and project work commensurate with the level of the position.

To provide where required and as directed, written reports for determination and information for the consideration of the Director Corporate and Community Services (DCCS).

Effectively provide a customer focused governance support function across the organisation including the implementation of engagement strategies, managing the community engagement processes of Council to enhance the Council decision-making process and ensuring compliance with statutory provisions to industry best practice.

5. Key Responsibilities

5.1 Within Department

-) Provide administrative support to the Corporate and Community Services Directorate.
-) Under general direction of the DCCS, coordinate the organisation, compilation and distribution of agendas and minutes of relevant Committees, Working Groups, Management team meetings or other ad hoc meetings.
-) Coordination of all audio visual, IT and recording equipment as required, and arrangement of catering services for meetings relevant to Corporate Services.
-) When required, undertake research, compile reports and prepare correspondence for or as a result of Council and/or Committee meetings and requests for information from key stakeholders.
-) When required, compile reports or prepare submissions to Council at the request of the DCCG.
-) Assist in maintaining public notice boards, relevant internet pages and other associated records to facilitate the provision of information to elected members, the organisation and members of the public relevant to Corporate Services.

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- J Maintain the Town’s website and coordination of entries and removals for Corporate and Community Services.
- J Receive staff, public and general enquiries, taking appropriate action in line with established policies and practices with the aim of maintaining a strong customer focused service within the Corporate and Community Services Directorate.

5.2 Within Organisation

- Action Freedom of Information (FOI) requests.
- J Respond to initiatives and assist in the development of the service area and the organisation as directed. Liaise with staff with respect to any administrative duties.
- J Ensure the Town’s record keeping obligations are met in the areas of responsibility.
- J Follow instructions, initiate new ideas and functions as an effective team member.
- J Create, maintain and respond to Customer Relationship Management (CRM) requests as required.
- J Maintain the Town’s Lease and Contracts Register including Bring Up system.
- J Maintain Version Control of the Town’s Policy Manual including the writing and reviewing of the Town’s Corporate Services and Governance Policies.
- J Perform additional, unspecified tasks when and as required.

5.3 Community Engagement

- J Provide advice and support to all staff involved in community engagement pursuant to Council Policy, procedures and Management direction.
- J Manage, implement and/or assist, depending on the initiation, the development of community surveys including data capture, assessment and reports.
- J Assist with community engagement activities such as stakeholder meetings and workshops, mail outs and on line data collection.
- J Maintain the Community Engagement Register.

6. Selection Criteria

6.1 Essential

- J Significant and relevant administrative experience at an equivalent level or in a similar role.
- J Experience in Community Engagement activities including data gathering analysis and reporting.
- J Experience in preparing meeting Agenda papers, Minutes and related documents, including coordination of electronic and hardcopy distribution of documents.
- J Experience in dealing with confidential and sensitive information with discretion.
- J Exceptional time management and organisational skills, together with a proven ability to prioritise tasks and operate effectively in a demanding workplace.
- J Excellent interpersonal and public relations skills and ability to negotiate/engage with a broad range of people including Elected Members, residents, media and external stakeholders.
- J Proven high standard of written and verbal communication skills.
- J Self-starter with the proven ability to actively participate in, and contribute to a team.
- J Strong computer literacy, technical ability and capability to learn and use modern software packages.
- J C-class driver’s license
- J Current police clearance

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6.2 Desirable

-) IAP2 (International Association of Public Participation) Certificate or equivalent.
-) Experience and/or training in managing Freedom of Information requests.
-) Working knowledge of Local Government processes, principles and practices relevant to the position.
-) Previous experience in a similar Local Government role.

7. Organisational Relationships

7.1 Responsible to:

Director Corporate and Community Services

7.2 Internal and External Liaison:

Internal: Chief Executive Officer
Director Corporate and Community Services
Elected Members of Council
Employees of the Town across all Departments

External: Residents and the General Public
Other Local Governments
Contractors of the Town and External Service Providers

8. Extent of Authority

This position operates within the limits of Town of Cottesloe's Policies and relevant legislative constraints. This position requires problem solving through consultation, negotiation, research and the development of policy positions.

9. Appointment Conditions

-) *Local Government Industry (WA) Award 2020*; and
-) Town of Cottesloe Enterprise Agreement 2019.

Prepared by: Director Corporate and Community Services
Supervisor: Director Corporate and Community Services
Date prepared: 16 February 2018
Document last reviewed: 05 October 2021

Signed: _____ Date: _____
Employee

Signed: _____ Date: _____
Director Corporate and Community Services