

Employment Information Package



Engagement Project Officer

Position number: POS1676

Enquiries:

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Position: Manager Innovations and Performance

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Application closing date: 3:00PM, MONDAY, 23 SEPTEMBER 2024



City of
LAUNCESTON

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Address all correspondence to:

Manager People and Culture
City of Launceston
PO Box 396
LAUNCESTON TAS 7250

Email address: contactus@launceston.tas.gov.au

When emailing your application, attachments should be sent in either Word (.doc/.docx), PDF (.pdf), TIFF (.tiff), JPEG (.jpg) or Excel (.xls/xlsx) formats.



Introduction

Launceston is the regional hub of Northern Tasmania and enjoys a rich natural and social history. Located at the head of the picturesque Tamar Valley, the Launceston region is renowned for its award-winning wines, gourmet dining experiences, magnificent natural features and friendly residents. Our city is human scale. A series of green and wild spaces linked by heritage streetscapes and thoughtful adaptations. A real blend of old-world and new, tradition and innovation.

The City of Launceston municipal area covers an area of 1,405 square kilometres with a population of around 71,000 residents.

The City of Launceston is Tasmania's largest municipal council in terms of population and revenue. Launceston boasts all the major facilities of a much larger city, many of which are owned and operated by the City of Launceston.

The City of Launceston is served by 12 Councillors, including the Mayor and Deputy Mayor.

Click [here](#) to view City of Launceston's strategic and annual reporting.

City of Launceston organisational chart

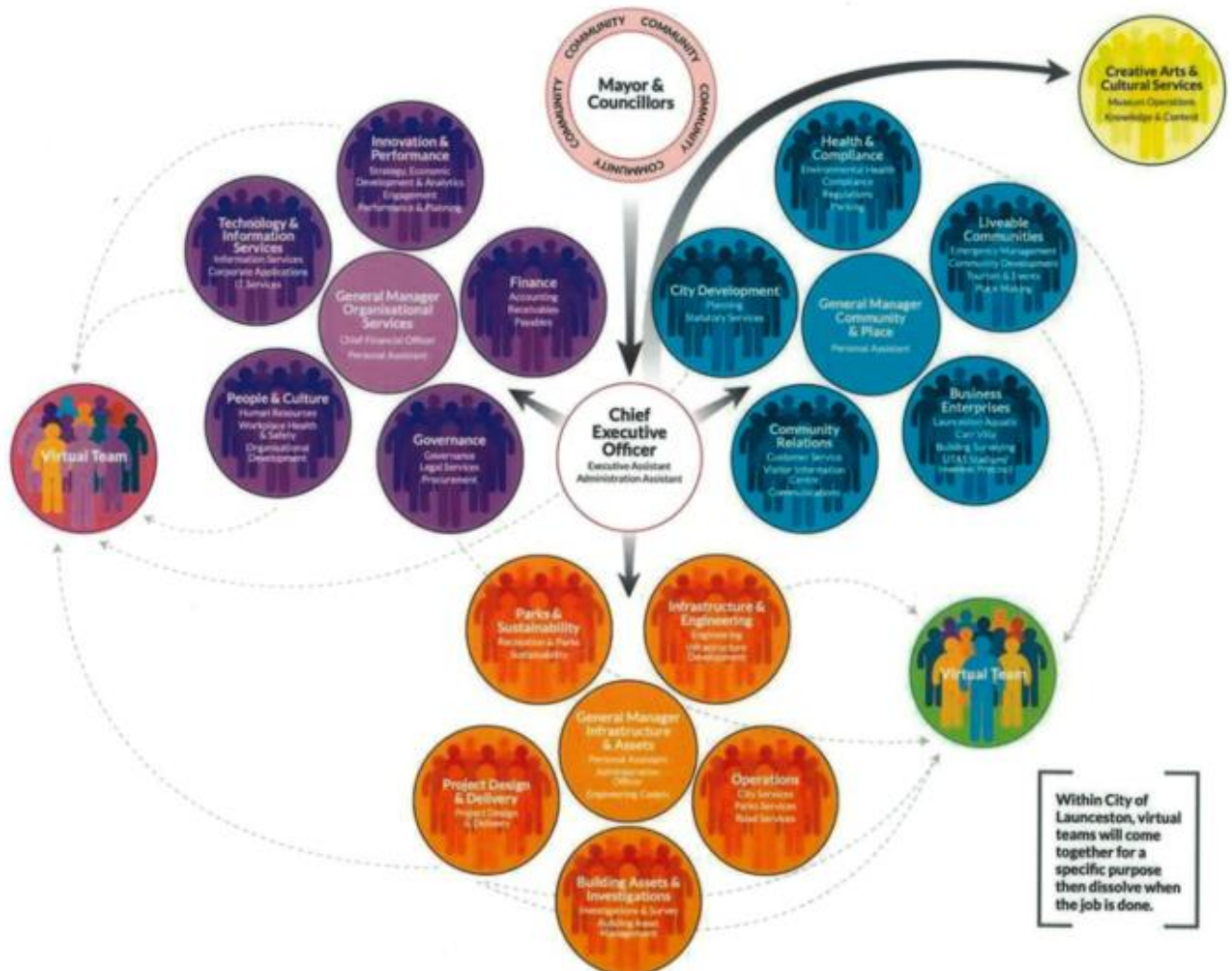
The City of Launceston is recognised as an Employer of Choice by the Tasmanian Government.

An Employer of Choice is a workplace that demonstrates contemporary workplace practices and provides outstanding support for its staff.

The Council employs around 570 employees across a range of responsibilities.



At City of Launceston we are an agile organisation, with teams being more empowered and self-managing



Organisational values

At the heart of our organisation are our four organisational values. Our employees are expected to adhere to, support and promote our values at all times.

Our aim is to attract and retain people who share our values and want to be a part of our positive workplace culture. Before submitting your application please review our values and decide if they are a good fit for you.



OUR PEOPLE MATTER

- We value clear and open communication
- We support and encourage each other
- We respect diversity
- We recognise individual needs, experience and strengths



WE CARE ABOUT OUR COMMUNITY

- We take pride in our work and pursue a standard of excellence
- We genuinely listen, and value collaborative relationships
- We strive towards the best outcome for our community
- We make responsible and sustainable decisions



WE BRING AN OPEN MIND

- We actively seek opportunities to continuously improve
- We respect and explore different ideas and perspectives
- We embrace change that leads to positive outcomes
- We value innovation and creativity



WE GO HOME SAFE AND WELL

- We show care for people and look out for one another
- We speak up and support others to be healthy and safe
- We take personal responsibility for our own health and wellbeing
- We value work-life fit

Information for applicants

City of Launceston is an equal opportunity employer. Our workforce is diverse, inclusive, flexible and family-friendly.

We value the different backgrounds, skills and contributions of all employees and treat each other and our community with respect.

We want opportunities at City of Launceston to be accessible and attainable to all candidates. If you are interested in this role but have concerns about your suitability, please talk to us before submitting your application.

Please read this information carefully, as it will help you with the preparation of your employment application.

When applying for this position, you must provide the following documentation:

1. Covering letter
2. Statement addressing the selection criteria (**highlighted criteria only**)
3. Resume

The online Application for Employment can be [accessed here](#) (you will be asked to attach your supporting documentation)

1. Your covering letter should introduce you and explain why you are applying for the role.
2. All recruitment and selection decisions are based on merit. The most suitable person in terms of skills, knowledge, qualifications, relevant experience, alignment with organisational values and work attitudes is selected for the position. Selection is based on the assessment of each application in relation to the selection criteria identified in the position description. The position description is included later in this information kit.

The selection criteria consists of the qualifications, knowledge, skills, attitudes and abilities required to successfully perform the role. You must provide a statement that addresses each highlighted selection criterion for the role. Your statement should include examples that demonstrate how you meet each criterion.

Please see information here on how to address the [Selection Criteria](#).

3. Your resume should provide details of your qualifications, work history, special skills, training and competency details and referees, plus any other information that may support your application. Be clear and informative. Include the names, position titles, addresses and telephone numbers of at least two work referees.

If we can assist you with any reasonable adjustments in order to submit your application for this role, please contact the People and Culture Team via email at contactus@launceston.tas.gov.au, noting your preferred method of communication and contact details and a member of the team will be in touch.

Recruitment steps

1. Application received
2. Shortlisting
 - Shortlisted applicants will be contacted by telephone or email to arrange an interview.
 - Unsuccessful candidates will be advised by email.
3. Interview
4. Pre-Employment Checks:
 - Reference Check
 - Police Check
 - Medical Assessment
 - Drug and Alcohol screening*All costs covered by City of Launceston*
5. Suitability determination and preferred candidate identified
6. Letter of Offer

Employee benefits

- Our employees have access to discounted health insurance options through St Luke's Health and BUPA.
- Employees have access to a free EAP service, which provides support and counselling for personal and work related issues, coaching and advice for leaders and counselling assistance for immediate family members.
- We are committed to providing a working environment that is sufficiently flexible to meet the operational requirement and workload demands of the City of Launceston while accommodating, where possible, the needs of our employees.
- Discounted membership at Launceston Aquatic.
- Discounts at the Museum Gift shop.
- Additional leave: employees may request to purchase an additional two or four week's additional leave per year to help manage family/carer responsibilities or other special circumstances.

General conditions of employment

Position title	Engagement Project Officer
Employment terms	Temporary, Part-time
Working pattern	Tuesday, Thursday and Friday (22.8 hours per week) ** we can offer flexibility for the right candidate.
Total remuneration	\$48,794 - \$53,767* <i>*Total remuneration includes superannuation, as detailed below</i> Base salary \$43,469 - \$47,899 Rates are based on a 22.8 hour working week
Superannuation	Employer contribution of 12.25%

- **Annual leave:** employees are entitled to 4 weeks (pro-rata for part-time employees) annual leave per year, plus leave loading.
- **Personal leave (for sick and carer's leave):** employees are entitled to two weeks (pro-rata for part-time employees) personal leave per year, if they are unable to attend work due to personal illness/injury or to provide care for a spouse/partner or immediate family member.
- **Paid parental leave:** employees are entitled to fourteen weeks paid (or twenty eight weeks at half-pay) parental/adoption leave for the primary carer; two weeks paid leave for the secondary carer.
- **Long Service Leave:** Long service leave applies after 7 years continuous service.

The City of Launceston Enterprise Agreement 2021 is available [here](#)

The City of Launceston Leisure and Aquatic Centre Enterprise Agreement 2022 is available [here](#)

Position Description

Position Description - Engagement Project Officer (Temp)

PF NUMBER:		POS NUMBER:	POS1676
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POSITION TITLE:	Engagement Project Officer - Temporary 18 months
AWARD CLASSIFICATION:	Grade 4
EMPLOYEE:	
TEAM:	Innovation and Performance
NETWORK:	Organisation Services
REPORTS TO:	Manager Innovation and Performance
PREPARED BY:	Manager Innovation and Performance
DATE:	14 June 2024

APPROVED BY:	
NAME:	Louise Forster
POSITION:	General Manager Organisation Services
SIGNATURE:	

POSITION PURPOSE (Why does this position exist)
<p>Community Engagement at the City of Launceston aims to ensure residents are given every opportunity to help shape the City of Launceston's strategic direction.</p> <p>The Community Engagement team supports the organisation to deliver a consistent approach to Community Engagement, in line with International Association for Public Participation practices (IAP2). The team actively encourages innovation and continuous improvement.</p> <p>The primary purpose of this temporary role is to deliver key projects and support the Community Engagement Team to progress the service offerings to the organisation.</p> <p>The role will facilitate the timely implementation of key projects and actions outlined in the Community Engagement Strategy and other identified process and system improvements, these include but not limited to:</p> <ul style="list-style-type: none">○ data accessibility and enablement○ stakeholder management process and systems○ engagement policy, process and procedures <p>The role will also provide project support and administration to the broader Innovation and Performance Team under the direction of the Manager.</p>

City of Launceston is a values-based organisation, which means that we employ people who share and display our values



Our people matter

- we value clear and open communication
- we support and encourage each other
- we respect diversity
- we recognise individual needs, experience and strengths



We care about our community

- we take pride in our work and pursue a standard of excellence
- we genuinely listen, and value collaborative relationships
- we strive towards the best outcome for our community
- we make responsible and sustainable decisions



We bring an open mind

- we actively seek opportunities to continuously improve
- we respect and explore different ideas and perspectives
- we embrace change that leads to positive outcomes
- we value innovation and creativity



We go home safe and well

- we show care for people and look out for one another
- we speak up and support others to be healthy and safe
- we take personal responsibility for our own health and wellbeing
- we value work-life fit

Accountabilities	Activities/Tasks include:	Success looks like ...
General		
City of Launceston's Values	Behave in a way that supports the City of Launceston's values. <ul style="list-style-type: none"> • Our people matter • We care about our community • We bring an open mind • We go home safe and well 	Demonstrates, through behaviour, an alignment to and an understanding of our values
Technology	Use technology and information to maximise efficiency and effectiveness.	New and existing technologies are utilised effectively.
Collaborate	Work collaboratively within your team and across networks. Support delivery of the Network's strategic and annual plan actions. Work with horizontal teams as relevant to technical role accountabilities.	Actively participating in team meetings/tool box meetings, by offering ideas and suggestions and providing feedback Collaborative opportunities are sought across Networks
Innovation	Encourage and be proactive in developing a culture of introducing new and improved work practices and projects within your team and your network.	Improved work practices and projects.
Technical		
Project Management and Coordination	<ul style="list-style-type: none"> • Manage the development, implementation and delivery of projects identified in the Community Engagement Strategy and key projects assigned such as; <ul style="list-style-type: none"> ○ data accessibility and enablement ○ stakeholder management process and systems ○ engagement policy, process and procedures • Liaise with internal teams and individuals to seek input and buy-in • Lead and support internal working group/virtual team/s to work through challenges to create appropriate solutions. • Report on achievements and raise issues of concern. • Manage and provide support to Innovation & Performance team projects. 	<p>Projects achieve desired outcomes within agreed scope, budgets and timeframes.</p> <p>Teams and individuals constructively work together to deliver and maintain the project objectives.</p>
Engagement data accessibility and enablement	<ul style="list-style-type: none"> • Develop and implement procedures related to the secure and efficient handling and sharing of Community Engagement data • Build procedural education and awareness into data systems • Support teams to gain insights and prepare reports from data. • Work with the Innovation & Performance to support use engagement data to inform corporate planning decisions 	<p>Deliverable: Engagement data Enablement - Implementation Plan.</p> <p>Engagement data handlers adhere to procedures</p> <p>Data utilised in future projects and to assess the need for additional/ targeted feedback.</p> <p>Community feedback is evident in Council decision making</p>

Accountabilities	Activities/Tasks include:	Success looks like ...
Stakeholder register for engagement purposes	<ul style="list-style-type: none"> Review current practices and develop Stakeholder register for engagement purposes Involvement in scoping the development of an organisational approach to stakeholder management. 	Develop stakeholder management process and system over the short, medium and long term to enable engagement.
Community Engagement Processes	<ul style="list-style-type: none"> Review and refine community engagement policies, processes and procedures to ensure alignment with corporate plans and consistency of community engagement throughout the organisation. Promote awareness and adoption. 	Processes and procedures are developed for purpose and support delivery. Documentation is up to date. Registered in Council's document management system
Provide support to deliver a consistent approach identifying and planning community engagement	<ul style="list-style-type: none"> Liaise with teams across the organisation to identify consultation activities and opportunities. Provide support and advice to ensure consistency and adherence to community engagement processes. Support stakeholder identification and develop stakeholder plans for projects and initiatives requiring engagement activities Facilitate and assist with engagement project planning. Support networks to acquire and embed engagement skills in their teams. 	Teams supported to deliver consistent engagement. Projects stakeholders are identified. Training calendar and booking system developed for identified participants Solutions are developed collaboratively and delivered in line with organisational values
Engagement scheduling and cross team collaboration	<ul style="list-style-type: none"> Work collaboratively with Council's Communications Team to collectively develop and maintain a standardised approach and process to manage the activities in the engagement schedule. Recognise opportunities to consolidate engagement activities. Collate, prepare and distribute quarterly engagement reports. Analysis to identify focussed engagement requirements to support community inclusion 	Consistent and collaborative processes established and strong working relationships. Engagement included in schedule with recommendation for approach. Timely and accurate reports Engagement activities encourage participation and representation of diverse community
laP Project and administration support incl event coordination	<ul style="list-style-type: none"> Provide support to laP team manager, team leader and team members Plan, co-ordinate and support laP events including Community Engagement, Business workshops and training sessions. 	Work tasks prioritised within workload constraints
Document controller - Management System	<ul style="list-style-type: none"> Provide assistance with documentation (policies, procedures, forms) in accordance with the approved Management System framework 	All required documents are stored in the Management System
Empower and Sustain	<ul style="list-style-type: none"> Implement on boarding and business as usual (BAU) processes to ensure commitment and longevity of project/system outcomes. 	Process defined and documented for on boarding/inductions and BAU.
Work Safely with a Duty of Care for fellow employees and ensure procedural compliance	Perform all work in a safe manner in accordance with the City of Launceston's Occupational Health and Safety Policy and Procedures	

Accountabilities	Activities/Tasks include:	Success looks like ...
	<p>While at work, a worker must –</p> <p>(a) take reasonable care for his or her own health and safety; and</p> <p>(b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and</p> <p>(c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and</p> <p>(d) cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.</p> <p>(Section 28 Work Health & Safety Act 2012)</p>	
<p>Note: Whilst the key functions and responsibilities for the role are set out above, the Council may direct an employee to carry out such duties or tasks that are within the limits of the employee's skill, competence and training.</p>		

WORKING WITH VULNERABLE PEOPLE CHECK	
	Yes/No
Working with Vulnerable People Check required?	Yes
<i>If yes, include in Selection Criteria table below</i>	

SELECTION CRITERIA
POSITION REQUIREMENTS/COMPETENCIES
Organisational
<ul style="list-style-type: none"> • Community Focussed: considers community/customers in decision making
<ul style="list-style-type: none"> • Communicate and Engage: demonstrates self-awareness and encourages open discussions and contributions from others
<ul style="list-style-type: none"> • Create and Innovate: shows initiative and considers different ideas and perspectives
<ul style="list-style-type: none"> • Safety Focussed: takes responsibility for own and team's health, well-being and self-care
Position Specific
<ul style="list-style-type: none"> • Communication and Collaboration: Proven ability to work effectively within a team, facilitating information transfer and collaborating with internal and external stakeholders.
<ul style="list-style-type: none"> • Workload Management: Demonstrated experience in managing a varied workload efficiently, strong administration and organisational skills, including the ability to set priorities, and achieve deliverables.
<ul style="list-style-type: none"> • Research and Analytical Skills: Developed ability to research and analyse data, and communicate insights effectively.
<ul style="list-style-type: none"> • Strong computer literacy skills and experience with online community engagement platforms is advantageous.
QUALIFICATIONS AND EXPERIENCE

<ul style="list-style-type: none"> Formal qualifications in engagement such as IAP2, public relations, communications or related discipline and/or possess experience and understanding of contemporary principles, techniques, and practices in community engagement, including exposure to the IAP2 engagement practices (desirable)
Formal qualification in project management or equivalent experience
<ul style="list-style-type: none"> Current Tasmanian Working with Vulnerable People registration
<ul style="list-style-type: none"> Current Drivers licence, preferred

REPORTING STRUCTURE	
Manager	Manager Innovation and Performance
Direct Reports	Nil

KEY RELATIONSHIPS (External and Internal Customers, Supplier, Colleagues, etc)	
Internal	Nature of Relationships
Engagement and Communications Teams	Collaborative and Informative
Data Analyst	Collaborative, Consultative and Facilitative
Corporate Application Replacement Project Team (CARP)	Consultative and Facilitative
Council Engagement Employees	Collaborative and Informative
Team Leader Performance & Planning	Collaborative, Consultative and Facilitative
Organisational-wide	Consultative and Facilitative
External	Nature of Relationships
Consultants	Collaborative and Facilitative
Design and productions agencies	Collaborative and Informative

DELEGATIONS & AUTHORISATIONS (Local Government Act, By-Laws etc)	
Purchasing Approvals	Limit - \$0

Confidentiality

Staff are

- Able to access; or
- May be exposed in the course of performing their duties to information that may be related to individuals, organisations or the general dealings of the City of Launceston. Some of this information will be of a sensitive nature – either within or external to the organisation.

By accepting this position the employee undertakes:

- To keep all information that they are exposed to confidential during and after their period of employment with City of Launceston. Information should never be disclosed outside of the organisation and only be disclosed to other employees if there is a need within the context of the task being performed.
- To not access any information within the organisation's systems that is not directly relevant to their work.
- To abide by the requirements of the Confidentiality and Privacy clause of the relevant Enterprise Agreement.

OTHER RELEVANT INFORMATION

Expectations of a City of Launceston employee:

- Have strategies in place to enhance their own health and well-being, manage stress and maintain professionalism;
- Seeks feedback broadly and asks others for help with own development areas; and
- Translates feedback into an opportunity to develop.

