

# Role Statement



**TITLE OF POSITION:**  
**Community Engagement Officer**

**CLASSIFICATION LEVEL:**  
**ASO-4**

## Organisation Overview

The Department of Planning, Transport and Infrastructure (DPTI) serves the South Australian community by providing safe, effective and efficient planning, transport and infrastructure networks across the state and facilitating development of the State's Infrastructure, in accordance with South Australia's Strategic Plan and the State Infrastructure Plan.

DPTI is a values based organisation and relies on its people to live the values through positive behaviours to improve outcomes for employees and all South Australians.

By working together we capitalise on a unique and powerful opportunity – to connect with every part of our community and deliver positive outcomes every day.

## Division

People and Business comprises seven directorates: Customer and Information Services, Investment Services, People and Performance, Commercial and Legal, Planning and Transport Policy, Enterprise Information Management and the Portfolio Management Office.

The Customer and Information Services Directorate is comprised of five sections; Media, Engagement and Communications, Frontline Services, Strategic & Quality Services, Operational Services and Business Partnerships.

The Media Engagement and Communications section provides a centralised service setting strategic direction to facilitate integrated and coordinated internal and external communications and community engagement. The section is responsible for coordinating media, digital media, strategic communications and community and business engagement. It drives and delivers continual improvement to ensure timely and high quality delivery of information to customers, stakeholders and the community.

## Role Overview

The Community Engagement Officer is accountable to the Manager, Media, Engagement and Communications, and is responsible for developing, implementing and managing consultation and community engagement for the department's projects, programs and initiatives. The Community Engagement Officer is politically aware and has a sound knowledge of the

Directorate:  
Position Number:  
ANZCO Code:  
Location: #ASO4 Template #9559900



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department's and the State Government's strategic engagement framework, principles and practices and provides advice and support across all departmental business areas.

The Community Engagement Officer is able to work across multiple projects, providing support to business areas and will work with other agencies on intra-agency and whole of government initiatives. The Community Engagement Officer undertakes research to develop and evaluate consultation and communications planning and will work closely with other units within the Media, Engagement and Communications Section to produce coordinated, integrated and innovative plans and supporting materials and the best outcomes with available resources.

## Key Outcomes of the Role

The Community Engagement Officer is required to undertake a wide range of activities which may include all or any of the following:

- a. Coordinating, or undertaking a range of complex functions associated with, assigned discrete programs, projects, systems and/or services that are consistent with agency strategies, policies and priorities and deliver the Section's objectives.
- b. Supervising and training staff where required, coordinating resources and ensuring the standard of work quality, service delivery and/or compliance with regulations, codes, and specifications meets the Section's objectives.
- c. Undertaking investigations, preparing reports with recommendations, maintaining records and systems and contributing to the development of programs, services and projects and performance benchmarking.
- d. Liaising and negotiating with internal and external stakeholders and service providers to address concerns associated with, and to progress and provide input into, assigned programs, projects, systems and/or services.
- e. Undertaking a broad range of research and analysis to provide advice, information and correspondence that supports the delivery of assigned agency programs, projects, systems, policies and/or services.
- f. Supporting and/or contributing to the development and implementation of relevant and effective policies, strategies, standards, guidelines and procedures to meet program or Section goals and objectives.
- g. Contributing to a safe, diverse and healthy work environment free from discrimination and harassment by working in accordance with legislative requirements, the [Code of Ethics for the South Australian Public Sector](#), equal employment opportunity and departmental human resource policies, including Work Health Safety and Wellbeing requirements.
- h. Contributing to a high standard of customer service for internal and external clients and quality management and risk.

## Special Conditions and Essential Requirements

Out of hours work will be required.

### **Qualifications / Licences**

- a. Nil.

### **Person Capabilities**

- a. Works respectfully and effectively with Aboriginal and Torres Strait Islander people, and understands their cultural values and supports programs and services to meet these peoples' community needs.
- b. Demonstrates a commitment to communicating and facilitating cultural change by influencing the workforce to actively engage and exhibit behaviours reflecting the DPTI values including:
  - i. **Collaboration** – “At DPTI we work collaboratively as one team to serve the South Australian Community. This means our diversified teams work together to achieve our shared goals.”
  - ii. **Honesty** – “At DPTI we are honest, open and act with integrity. This means we are truthful, sincere and transparent in our decision making and act at all times in such a way as to uphold the trust of the people we work with.”
  - iii. **Excellence** – “At DPTI we are committed to excellence in everything we do. This means we use our energy, skills and resources to make whatever we’re doing the best. We are committed to ensuring the Health and Safety of our employees and customers.”
  - iv. **Enjoyment** – “At DPTI we enjoy our work and recognise our success. This means we have fun at work, celebrate our achievements and foster an environment where our people can thrive”.
  - v. **Respect** – “At DPTI we respect, understand and value ourselves and every person in our business. This means we listen, embrace diversity in others and have a consistent application in our approach to one another.”
- c. Facilitates a culture of integrity, professional accountability and diversity across the department and across government, and through community interactions in line with the SA Government's Code of Ethics and the *Equal Employment Opportunity Act 1987*.
- d. Demonstrates commitment and accountability to the implementation of the Premier's Safety and Wellbeing Declaration and requirements of the *Work Health and Safety Act 2012*, utilising AS/NZS ISO31000:2009 Risk Management or equivalent.
- e. Manages customers' enquiries by utilising a sound knowledge of related government programs, policies and/or legislation that impact on the functions of the role and the Agency.
- f. Has well-developed communication skills, including the ability to liaise effectively at all levels, listen to staff, service providers and customers, resolve conflict, contribute to successful and positive negotiations, and formulate solutions to problems.
- g. Ability to work under limited direction, with experience in coordinating and/or implementing a broad range of complex functions associated with assigned programs, projects, systems, policies and/or services.
- h. Demonstrated ability to process high volumes of quality accurate detailed work, and synthesise information to provide recommendations in reports and correspondence.

Delegate Approval

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Name

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Signature

Date: / /