

Position Description – Communication and Stakeholder Engagement Coordinator

PRIMARY OBJECTIVE

The Communications and Stakeholder Engagement Coordinator will assist the CSE Team to work with the community, government and other external stakeholders to develop public communication and engagement collateral (both traditional and digital) for the WHT project and ACCIONA. The Coordinator will also assist in the delivery of community engagement, information, complaints and enquiries and, prepare for and coordinate Community activities including community outreach projects for the project.

SUPERVISION

POSITION:	Communications and Stakeholder Engagement Coordinator
REPORTING TO:	Senior Manager – Communications and Stakeholder Engagement
DIRECT REPORTS:	N/A
REVIEW:	Candice Camacho - Operational Services Director

ACCOUNTABILITIES

Key Results Areas	Tasks
Maintain Professional Impact	<ul style="list-style-type: none"> • Customer & Community Focus • Diligence & Reliability • Self-management • Work Collaboratively • Systems Approach to Communication and Marketing • Building Trustable relationship • Ethics and workplace morale
Key Skills & Knowledge	<ul style="list-style-type: none"> ▪ Skills in stakeholder communication ▪ Organisational skills and the ability to work within challenging timeframes ▪ Skills in resolving issues and overcoming obstacles that may arise ▪ Use of Microsoft, Canva, Consultation Manager and other software packages related to communications and engagement ▪ Establish and maintains a harmonious community relationship to assist project delivery and enhances public awareness of the Project ▪ Act as a representative on the project presents a firm, stable and ethical image to the Community, Media and the Public ▪ Keep up to date with community attitudes on a wide range of issues affecting the organisation and advises and assists management on the best ways to present the organisation to the public ▪ Communicate between employers and employees to facilitate community attitudes and concerns ▪ Present the best image of the organisation when it is dealing with problems
Operational Delivery	<ul style="list-style-type: none"> ▪ Assist team in coordinating with Project Managers and site delivery teams to understand scope and program of upcoming project works and potential

Position Description – Communication and Stakeholder Engagement Coordinator

	<p>community impacts for the development of communications collateral for the community</p> <ul style="list-style-type: none"> Assist the Place Manager with implementation of community involvement obligations for compliance with the Contract and Approval Documents including but not limited to the ITC Deed, SWTC, MCOAs, REMMS etc, Organise, assists and attend community meetings, community groups, residents and local businesses Assist with and prepares submissions and reports for compliance Proactively develop internal communication and engagement materials, facilitate discussions, consultation and/or liaison with key stakeholders about upcoming work and work progress Organise and attend community information sessions, mobile events, street meetings, other one on one meetings etc. Support the evaluation and implementation of changes to community policies, programs, processes and practices Support the CSE team with administrative and reporting obligations for the project. Support the development of communication and engagement digital tools Act as a point of contact and liaison for project staff and the CSE Team Consultation Manager entries for submissions, telephone calls and written complaints and outcomes investigations of such complaints Coordinate access for all video production and photography for the project in line with the contract requirements Assist in development of Community outreach initiatives that support, community wellbeing, education and diversity programs on the project Manage the day to day requirements of the Community Information Centre – update communication collateral, stock control of incidentals database entry etc. Any tasks or requirements for Communication and Stakeholder Engagement as requested by the Senior Manager Communication and Stakeholders Engagement or SLT team for the WHT project.
Drive Safety and Sustainability	<ul style="list-style-type: none"> Actively participate in and drive a culture of collaboration, discipline, innovation, adaptability to change and care Ensure safety and sustainability are always front of mind Lead by example by promoting a positive work health and safety culture Promote a positive work health and safety culture
KNOWLEDGE, SKILLS & EXPERIENCE	
Qualifications – Desirable and Essential	<ul style="list-style-type: none"> Tertiary qualifications or equivalent, or; Degree or post-secondary school training or TAFE certificate in communications, community engagement, consultation, public relations or media, particularly within a government or services environment

Position Description – Communication and Stakeholder Engagement Coordinator

Experience –Desirable and Essential	<ul style="list-style-type: none"> 3-5 years' experience in communications, community engagement, consultation, public relations or media
Technical	<ul style="list-style-type: none"> Building a strong relationship with a community and a general public Problem solving Marketing, communications and media

RELATIONSHIPS	
Key Internal Stakeholders	<ul style="list-style-type: none"> All Project employees Parent company TfNSW
Key External Stakeholders	<ul style="list-style-type: none"> Subcontractors and suppliers Media outlets ISCA General Public Client and proponent – when applicable Government Agencies/Councils

The above Position Description reflects the essential functions of the position at this time, however this list is not finite and duties may change as required, at management's discretions.

Position Description Acknowledgment:

Employee Name: _____ Signature: _____ Date: _____

Manager Name: _____ Signature: _____ Date: _____