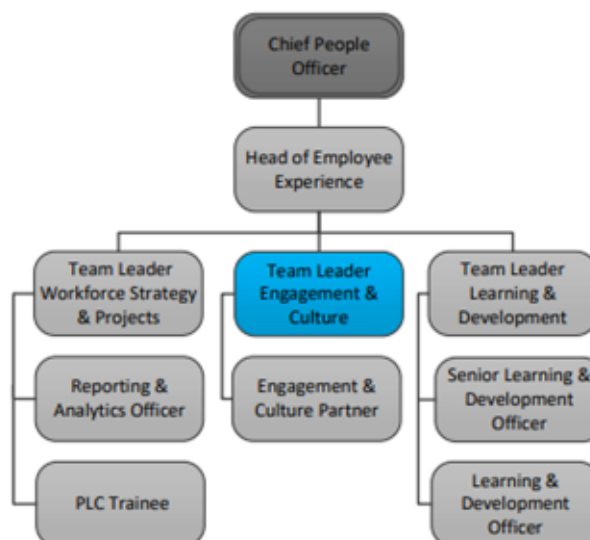


POSITION DESCRIPTION

Position Title	Team Leader Engagement & Culture
Position Number	27174
Division	Customer and Corporate Strategy
Branch	People, Learning & Culture
Grade	19
Special Requirements	Ability to attend meetings outside normal business hours Drivers Licence
Physical and Environmental Demands	
Authorities	As applicable and as delegated by the General Manager
Key Direction/s	Welcoming Liveable Prosperous Balanced Leading

Reporting Structure



Position Purpose
To create, drive and implement high quality internal communications and engagement strategies, initiatives, programs and content that raises awareness of organisational activities and supports culture, organisational change activities and increase effective employee engagement across all areas of the organisation.
Key Result Areas
<ul style="list-style-type: none"> • Team Management • Organisational Development & Change Management • Internal Communications & Engagement • Customer Service • Corporate Core Values
Key Duties & Responsibilities
<p>Team Management</p> <ul style="list-style-type: none"> • Lead the organisational development and internal communications & engagement functions to deliver organisation wide internal communications, engagement, and organisational development projects to achieve organisational outcomes • Manage and lead the organisational development and internal communications & engagement functions, ensuring adequate staffing levels, recruitment, training, development, appraisal, attendance, disciplinary issues and daily supervision to maximise efficient productivity • Manage consultants and or contractors engaged to perform specified projects to ensure they meet legal and organisational requirements • Review and refine Councils organisational development strategic direction, including current and proposed projects and programs, to ensure alignment with the organisations long term strategic direction. <p>Organisational Development & Change Management</p> <ul style="list-style-type: none"> • Develop a high-level understanding of business needs across Council and be pro-active in identifying organisational development opportunities. • Build, facilitate, maintain and participate in partnerships and collaboration across Council. • Lead and support medium to complex organisational development projects and initiatives. • Support & contribute to the implementation of Council's Change Management Framework for corporate change projects, including producing internal communication plans and related collateral. <p>Internal Communications & Engagement</p> <ul style="list-style-type: none"> • Design and drive the implementation of Council's Internal Communications & Engagement Framework, regularly evaluating its effectiveness to ensure it supports a high-performance culture and effective employee engagement. • Design and Develop Council's Internal Communications & Engagement Program, including calendar of communications and engagement activities. • Develop and deliver internal strategic communication & engagement plans and initiatives. Prepare timely, engaging, accurate and relevant internal communications content for a variety of audiences across multiple internal communications channels and tools, including the intranet. • Proactively identify and lead the development of new internal communication channels and tools, ensuring that they meet the needs of all internal audiences. • Investigate and implement creative engagement opportunities to foster cross-organisational collaboration and connections. • Manage and deliver key internal events including planning, logistics and promotion.

- Develop methods & mechanisms to evaluate the effectiveness of organisational development, engagement and communication activities and make recommendations to improve.
- Communicate and translate strategic business objectives and related outcomes into consumable information for employees.

Customer Service

- Provide high level advice, support and material to Council's Executive Leadership Group, Senior Management Team and other key internal stakeholders on internal communications and engagement to drive culture and employee engagement.
- Build and maintain strong working relationships with key internal stakeholders, acting as the first point of contact for queries relating to internal communications and engagement.
- Participate in the review, development and improvement of programs and initiatives designed to enhance employee skills and capability in order to meet customer needs.

Corporate Core Values

- Continuously display Council's Corporate Core Values of Leadership, Innovation, Partnership, Commitment, Safety and Customer Focus.
- Act in accordance with Council's Fraud and Corruption Prevention Policy and Plan at all times as Council will not tolerate fraudulent or corrupt practices by its own staff, contractors or others working for Council.

WHS Responsibility

- Implement, monitor and, or comply with Council's WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work instructions and associated systems tools in their relevant work area.

Risk Management Responsibilities

- To act at all times in a manner which does not place at risk the health and safety of anyone in the workplace.
- Responsible and accountable for taking practical steps to minimise Council's exposure to risks in so far as is reasonably practicable
- Must be aware of operational and business risks. Particularly:
 - understand and adhere to the principles of Risk Management within their job role;
 - assist Managers and Team Leaders in identifying risks and risk treatments in their job role;
 - provide input into various risk management activities;
 - report all emerging risks, issues and incidents to their manager or appropriate officer; and
 - follow Council policies and procedures.

Essential

- Relevant experience and/or tertiary qualifications in organisational development, public relations, marketing and/or change management related field.
- Demonstrated experience leading an agile and responsive team and ensuring team performance meets the objectives of the OD & Comms strategy
- Highly developed communication and interpersonal skills, including the ability to build positive, collaborative relationships with a wide range of stakeholders.
- Ability to prioritise engagement activities and benchmark outcomes and align with branch initiatives
- Demonstrated ability to develop evidence of data and reportable milestones on OD initiatives and impact of key objectives.
- Demonstrated skills, knowledge and experience in designing and executing internal communications and engagement activities, including producing communications content across a wide range of formats for various audiences.
- Demonstrated ability to plan and coordinate multiple activities and projects to achieve goals and meet deadlines.

- Experience taking initiative, acting with confidence and working under own direction.
- Demonstrated ability to apply EEO, WHS and ethical practice principles and to act with probity at all times.

Desirable

- Certificate IV in Training & Assessment
- Experience with SharePoint and content management systems
- Demonstrated experience in supporting organisational change projects
- Experience working in a high paced environment
- Experience in organisational change management projects with specific reference to driving organisational performance outcomes.

Prepared By	Chief People Officer
Date Prepared	April 2024

I have read and understand the contents of the position description for my role and agree to work in accordance with the requirements of the position.

I understand that this position description may change with organisational requirements and the tasks and responsibilities outlined in the position description may vary from time to time.

Employee Name:	
Employee Signature:	
Date:	