

Role Statement

Principal Engagement Officer (AS07)

Organisational alignment

Division: Public Affairs

Directorate: Engagement

Section: Engagement

Reporting Relationships

Reports to: Manager, Engagement

Number of direct reports: Up to 5

Role overview

The Principal Engagement Officer, leads the management and execution of allocated engagement strategies on behalf of the department, ensuring focus is given to ensuring effective customer focused engagement for transport planning studies and projects.

The role requires a high level of political acumen and provides leadership to direct reports.

Providing expert advice and direction for engagement activity on often complex and sensitive matters, the role ensures early identification of impacted and interested stakeholders to ensure awareness, understanding and meaningful input into planning and delivery of infrastructure initiatives across the state.

The role requires a high level of political acumen and skills in managing stakeholder and community expectations. The role provides leadership, support and assistance to staff to develop and deliver effective engagement across a diverse customer, community and stakeholder base.

In this capacity, the position contributes to the strategic planning and leads the day to day management of engagement resources in conjunction with the directorate sections and business units across multiple delivery channels, ensuring that engagement with stakeholders and the community is effective; responsive, transparent, accurate and concise and delivers optimal outcomes.

Working with the Engagement leadership team, the role supports an integrated approach to delivering on government and departmental priorities.

Further information about the department can be found at https://dit.sa.gov.au/about_us

Our Values

We pride ourselves on applying these values to our day to day interactions and individual performance. They shape our approach to achieving our strategic agenda.



Collaboration

We work collaboratively as one team to serve our community



Honesty

We are honest, open and act with integrity



Excellence

We are committed to excellence in everything we do



Enjoyment

We enjoy our work and recognise our success



Respect

We respect, understand and value ourselves and every person in our business

Key outcomes required of the role

- Lead and manage the delivery of strategic engagement plans, information, documents, presentations, advice and messaging for government and departmental infrastructure and transport projects and initiatives.
- Lead the planning and delivery of a range of stakeholder engagement functions in order to minimise the risks and impacts to the delivery of capital and strategic projects and enhance the outcomes for the community
- Provide leadership and influence in stakeholder engagement, including playing an effective role within project management teams and leading engagement teams to deliver positive outcomes on high risk projects
- Maximise value and benefits to project planning and delivery by incorporating stakeholder views
- Embed community focused strategic direction and thinking in project activities to achieve long-term outcomes for the community that align with business objectives
- Clearly, accurately and concisely negotiate outcomes that provide resolution to the customer, community and stakeholders and ensure voice of customer is recognised from concept to delivery.
- Exercise a high level of proactivity in the delivery of engagement activities ensuring broad stakeholder project awareness and eliciting views, opinions, concerns and reactions about issues throughout a project from concept to delivery.
- Demonstrate strategic thinking and ability to act with urgency, accept and expect responsibility and accountability with customer needs front of mind.
- Contribute to a safe, diverse and healthy work environment free from discrimination and harassment by working in accordance with the department's Values, 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.

Special conditions attached to the role

- This role is classified as a position of trust and will be subjected to a satisfactory criminal history record check in line with departmental policies and procedures.
- Out of hours and weekend work will be required.
- Some intra / interstate travel may be required.

Educational qualifications / licenses

- IAP2 qualifications are desirable,
- Degree in Communications, Community Development, Social Planning or appropriate related discipline, and/or
- Significant experience in stakeholder engagement on infrastructure, asset and transport related projects.

Technical capabilities

The following are the technical capabilities required for the role:

- Experience in communication and engagement systems such as Consultation Manager or other similar system.

Person Capabilities

The [department's Capability Framework](#) describes the core capabilities, behaviours and skills required for us to meet our strategic objectives and be a modern public sector, attracting, developing and retaining the best talent. The framework is constructed around five categories of capability; Personal Attributes; Building Relationships; Achieving Results; Leadership and Growth; and Performance Enablers.

- This role is classified as Stream 3 within the department's Capability Framework. Refer to Page 4 for the detailed capabilities required for this stream.

Key selection criteria

The criteria outlined below are drawn from the most significant requirements of the Person Capabilities (refer to Page 4) and technical capability, professional knowledge and experience to be addressed in your application having consideration of the Role Overview and Key Outcomes.

- Demonstrates high level communication skills, verbal and written, that deliver clear and concise content and advice appropriate to the audience. Presents with credibility, uses a range of communication techniques to engage various audiences.
- Has demonstrated experience in successfully managing expectations and in influencing sensitive negotiations that engage stakeholders and demonstrates a commitment to customers.
- Significant experience in establishing, developing, maintaining and leveraging strategic networks, internally and externally, which foster critical and key business relationships.
- Experience in leading, motivating and influencing a diverse range of individuals to delivery strategic programs, projects systems and / or services that efficiently use allocated resources.
- Has a demonstrated knowledge of small business impacts through major construction and mitigation measures.
- Inspires and harnesses creativity in others, analysing trends, exploring possibilities and clearing the way for innovative solutions that improve the way we deliver.
- Proven ability to work under broad government or agency directions in determining, measuring and improving performance outcomes and strategically planning multifaceted activities to achieve results.
- Champions the agency's vision, value and goals, and leads and manages change including identifying opportunities, transforming ideas into actions and operating within a whole of government context that accounts for multiple perspectives.
- Shows and promotes respect for diverse backgrounds, experience and perspectives. Invites and encourages diversity of thought. Demonstrates cultural sensitivity through the recognition of barriers to Aboriginal and Torres Strait Islander peoples' participation in departmental policies, programs, services and employment and implementing strategies to address those barriers.
- Models leadership and commitment to safety and wellbeing of self, others and the community we serve. Actively promotes safety, achieving a complacency-free work environment, reporting and learning from good and bad news. Increases hazard and risk awareness, preventative behaviours and effective use of safety-management systems
- Demonstrates cultural sensitivity through the recognition of barriers to Aboriginal and Torres Strait Islander people. Shows and promotes respect for diverse backgrounds, experience and perspectives. Invites and encourages diversity of thought.
- Models leadership and commitment to safety and wellbeing of self and others.

Approved

Signature date

Title



Senior Leader

Roles in this stream would typically consist of team and senior leaders, senior team members and those with technical specialty (indicative classifications include ASO7-8, LE5, PO4-6, MAS3).

 Personal Attributes	 Building Relationships	 Achieving Results	 Leadership and Growth	 Performance Enablers
<p>Commits to the role of public service Acts professionally and actively models the department's values and public-sector values and ethics.</p> <p>Contributes to a positive culture of safety Models leadership and commitment to safety and wellbeing of self, others and the community we serve. Actively promotes safety, achieving a complacency-free work environment, reporting and learning from good and bad news. Increases hazard and risk awareness, preventative behaviours and effective use of safety-management systems.</p> <p>Shows cultural respect. Values diversity and inclusion. Shows and promotes respect for diverse backgrounds, experience and perspectives. Invites and encourages diversity of thought. Demonstrates cultural sensitivity through the recognition of barriers to Aboriginal and Torres Strait Islander peoples' participation in departmental policies, programs, services and employment and implementing strategies to address those barriers.</p> <p>Embraces change Positively drives change and acts as a role model to others by displaying courage and resilience despite setbacks.</p>	<p>Communicates effectively Communicates clearly and creates opportunities for others to be heard, encouraging diversity of opinion. Is able to resolve difficult conversations constructively. Presents with credibility, uses a range of communication techniques to engage various audiences. Provides communication links up and throughout the organisation.</p> <p>Works collaboratively Identifies opportunities to work collaboratively within the team and with other teams across the department, removing barriers and breaking down silos.</p> <p>Builds meaningful relationships Establishes, maintains and leverages strategic networks, internally and externally. Facilitates opportunities to engage and collaborate with other government departments.</p> <p>Influences and negotiates Influences and negotiates outcomes that are commercially and politically sound. Uses advanced negotiating techniques to resolve complex issues.</p> <p>Commits to delivering community and customer-focused services Drives commitment to the department's Customer Service Charter and takes responsibility for meeting the service-excellence principles. Uses internal and external customer input and insights to drive innovation and continuous improvement and deliver public value</p>	<p>Accountable for delivering results Drives a culture of achievement and delivery of high-quality work that meets our strategic goals.</p> <p>Is a strategic and future thinker Anticipates the future, thinks strategically and adopts leading practice when developing strategy.</p> <p>Commits to continuous improvement and innovation Inspires and harnesses creativity in others, analysing trends, exploring possibilities and clearing the way for innovative solutions that improve the way we deliver. Assists others to address emerging challenges and risks and generates support for change initiatives.</p> <p>Evidence-based decision maker Makes evidence-based, timely and sound decisions supported by strong rationale and astute political awareness.</p>	<p>Leads high-performing individuals and teams* Sets clear goals and performance standards for individuals and the team, focused on work outputs and behaviours. Attracts and retains a diverse and talented team. Builds effective teams. Proactively coaches and develops individuals and teams to drive high performance. Provides regular feedback and acts quickly and effectively to address conflict and manage poor performance. Empowers individuals and teams and removes barriers to drive action and effectiveness.</p> <p>Seeks clarity and purpose Advocates the department's vision, mission and strategic agenda to the Section to ensure the Section's goals are strategically aligned.</p> <p>Commits to developing skills and career Sets high personal goals for development to ensure best possible performance. Inspires ongoing learning and development in others. Creates an environment where people are open to recognising and learning from mistakes.</p> <p>Recognises success Create opportunities for recognising and celebrating high performance at the individual and team level.</p> <p><i>* Only relevant if you have supervisory responsibilities</i></p>	<p>Change management Actively drives the change process, showing empathy to the people aspects of change. Provides guidance, coaching and direction to others managing uncertainty and change. Anticipates, plans for and addresses barriers to change.</p> <p>Financial acumen Has a thorough understanding of financial forecasting and budget management for the Section. Manages budget efficiently and responsibly within delegation and the department's procurement processes</p> <p>Technology Shows commitment to the use of existing and new technologies in the workplace. Maintains a level of currency regarding emerging technologies to help achieve organisational outcomes.</p> <p>Project management Ensures the department's project-management framework is effectively implemented throughout the section.</p> <p>Risk and compliance Embeds responsibility for compliance and risk management in day-to-day operations. Monitors and implements risk-mitigation strategies.</p>

A copy of the department's Capability Framework is available at https://dit.sa.gov.au/careers/DPTI_Capability_Framework.pdf