

Position Description

Position Title:	Community Engagement and Education Officer
Reports To:	Manager – Infrastructure Operations
Responsible For:	N/A
Group and Team:	Infrastructure – Infrastructure Operations
Children's Worker:	No
Delegations and Budget Responsibilities:	As per Delegations Register

Purpose

To advocate, engage, and educate stakeholders about solid waste and recycling practices, in alignment with the Waste Management Minimisation Plan (WMMP). Focus on direct community outreach, education programs, and fostering partnerships to promote sustainable waste management practices.

Key Relationships

External to Council

- Clients/public.
- Community groups and organisations.
- Other local and regional authorities.
- Outside agencies including Government departments.
- Professional organisations.

Within Council

- Other team members in your Department/Group.
- Other Invercargill City Council employees.
- Elected Representatives.
- Executive Leadership Team.

Our Compass Values and Behaviours

Responsibility

Take ownership of decisions and outcomes, both collectively and individually.

- We willingly share our knowledge.
- We acknowledge our mistakes, work to resolve them and learn from them.
- We give and receive feedback in a constructive manner to resolve issues.
- We do our job with total commitment.

Respect

Everyone is important, as are their views.

- We support and care for each other.
- We stop to listen, learn and understand.
- We communicate in an honest, up-front, and considerate manner.
- We maintain confidences and avoid hurtful gossip.

Above and Beyond

Take opportunities to go the extra mile.

- We take the initiative to improve our work practices to get the best result.
- We challenge ourselves and each other to make it better.
- We take pride in providing the best possible outcomes.
- We are ambassadors for our Council at all times.

Positivity

Always look on the bright side of life.

- We are approachable, interested and friendly.
- We are open and receptive to change.
- We acknowledge and praise the efforts of others.
- We work together as a team to get the job done.

What You Will Do *(provided as a guide only)*

Community Engagement and Education

- Deliver and coordinate community engagement and education initiatives to promote awareness and understanding of sustainable waste management practices across the Southland region.
- Provide input into community engagement strategies to promote waste minimisation and recycling.
- Organise and conduct educational workshops, events, and forums on waste reduction.
- Build and maintain relationships with community groups, schools, and businesses.
- Where applicable, liaise with the WasteNet Operations Projects Manager to coordinate community engagement and education for WasteNet projects and waste minimisation initiatives.
- Deliver educational programs on waste minimisation, recycling, and composting.
- Develop resources and materials for various audience groups.
- Coordinate with schools and community organisations to implement waste education initiatives.
- Coordinate with external waste minimisation education providers and/or community organisations to enhance outreach efforts.

Data Analysis and Reporting

- Analysis and interpret community engagement and education data to inform performance, provide quantifiable narratives to support decision-making and proposed initiatives.
- As required, provide summary reports to the WasteNet Director on the delivery of nominated community engagement and education initiatives/workstreams.

Stakeholder Management

- Liaise with WasteNet Council employees where applicable to coordinate activities within their areas, and ensure alignment with relevant activities.
- Engage with key external stakeholders to promote waste minimisation goals.
- Collaborate with other councils and waste management organisations to share best practices.
- Liaise with Environment Southland, the Ministry for the Environment, and WasteMinz to ensure consistent messaging and approach.

Financial Management Support

- Assist in budget preparation, monitoring, and financial reporting for your functional area.
- Complete purchase orders and associated admin within Tech One including the setup of new suppliers, creating requisitions, transmitting order numbers, processing accounts payables; following established finance processes to ensure accurate and timely payments.
- Monitor and manage contracts and vendor relationships relevant to your role, ensuring compliance with governing policies and legislation.
- Analyse data and provide insights to inform decision-making and strategic planning across the organisation within your function

Project Management

- Contribute to the development and execution of projects, ensuring alignment with our objectives and industry best practices.
- Identify and implement continuous improvement initiatives to enhance efficiency and effectiveness within your area, and contributing to smooth operations across WasteNet Southland.
- Prepare and present reports on key performance indicators, project outcomes, and financial metrics as required.

Administration

- Prepare reports on community engagement activities and their outcomes as required.
- Contribute to the Waste Management and Minimisation Plan to deliver desired operational engagement outcomes
- Manage documentation related to community engagement initiatives. Develop and implement processes and systems to support efficient operations within function.
- Manage and maintain accurate records and documentation to ensure compliance with organisational policies and New Zealand legislation and regulations.
- Coordinate and facilitate meetings with internal and external stakeholders to enhance communication and collaboration.
- Provide administrative support across the team as needed to maintain smooth operations.
- Contribute to quality assurance of education materials and engagement programs.

Governance Support

- Provide input into governance reports on community engagement and education initiatives and outcomes.

Note: Specific performance measures for this position will be discussed between you and your manager through the performance development plan process.

What You Will Bring

The below qualities, knowledge and skills are the key focus for this position and are used to assess an applicant's suitability for the role and the incumbent's performance in the position.

Education and Qualifications

Essential:

A relevant tertiary qualification, such as a degree in teaching, education or communications or marketing or related field
Current NZ Driver's license

Knowledge, Skills and Experience

Essential:

2-3 years' experience in community engagement, stakeholder communication, or similar roles
Experience in developing and delivering educational programs
Excellent written and verbal communication skills, with strong interpersonal and presentation abilities
Demonstrated knowledge of waste management, sustainability, and waste minimisation
Ability to communicate confidently and knowledgeably to a wide and varied audience with an engaging approach
Strong influencing skills, coupled with a can-do attitude and innovative prowess
Demonstrated ability to make informed decisions based on logical assumptions, available information, and organisational values
Strong customer-focused approach, with a commitment to understanding and anticipating both internal and external stakeholder needs
Flexibility to adapt behaviour and communication style to accommodate various tasks, situations, and individuals
Ability to work as a team player while also being able to work autonomously and use initiative
Well-developed computer proficiency, particularly in Microsoft Office suite (Word, Excel, PowerPoint, and Outlook)
Demonstrated ability to analyse and interpret community engagement and education data, with a focus on informing performance metrics and decision-making processes

Agreement

Employee

<i>Name</i>	<i>Sign</i>	<i>Date</i>

Manager

<i>Name</i>	<i>Sign</i>	<i>Date</i>

Note: From time to time it may be necessary to consider changes in the position description in response to the changing nature of the work environment, which includes technological and statutory change. Such changes may be considered as part of the performance development review process or as required.

What We All Do

Customer Commitment

Treat customers with respect – taking the time to listen, learn and understand.
Present a positive image of Council by ensuring an efficient, courteous and professional service to customers at all times.
Acknowledge problems and complaints, identifying and promptly acting on solutions.

Continuous Improvement

Evaluate and review work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate.
Identify and propose additional business or service opportunities that enhance Council's existing capabilities.

Health, Safety and Well-being

Promote a safe and sound working environment and a culture of safe and responsible behaviours and attitudes.
Adhere to Health, Safety and Well-being policies and procedures, enabling a safe and healthy work environment for all workers and members of the public.

Civil Defence Emergency Management

Assist Council in preparing for and responding to an emergency.
After establishing the safety of members of your household, you may be assigned duties to assist Council and/or Emergency Management Southland in an emergency.

Other Duties

Undertake duties from time to time that may be in addition to those outlined but which fall within your capabilities and experience.