

Role Description

(Manager)



Our purpose – Helping South Australians Conserve, Sustain and Prosper.

Role Title: Community Engagement Manager (Coasts)	Division: Corporate, Heritage and Climate Action
Classification Level: ASO8	Branch/Unit: Strategic Communications and Engagement
CHRIS Position Number: NEW	Reports to (Title): Director, Strategic Communications and Engagement

About the Agency – [Department for Environment and Water](#)

About the Role

The Community Engagement Manager is responsible for strategic oversight of community engagement activities across DEW, with a particular focus on coastal management and the Adelaide Beach Management Program. The role provides leadership in the development, coordination and implementation of communications and engagement initiatives for all State Government initiatives and activities as it relates to coastal management and Adelaide Beach Management.

- The Community Engagement Manager is also responsible for:
- leading the development and delivery of DEW's engagement strategy and program of work, communications and public participation in government decisions and activities, including coastal and Adelaide beach engagement activities.
- providing high level engagement and media advice to the Chief Executive, Minister and senior department staff.
- leading a team to deliver major community engagement projects and services to the department.
- understanding and shaping a holistic response to community engagement opportunities and challenges for DEW.

Key Role Outcomes

- DEW consistently and professionally engages with the community in accordance with its communications and engagement strategies through the establishment and delivery of the program of work for both the engagement and media units.
- DEW has a consistent and strategic approach to engagement through the establishment, implementation and continuous improvement of high-level communications plans and relevant standards, policy, practice and procedure.
- Community engagement activities, particularly as they relate to coastal management and Adelaide Beach Management, are delivered regularly using clear, concise language, in a transparent and consistent manner, and high-level community engagement advice and support is provided to inform program delivery and direction.
- DEW's capacity and capability to undertake effective community engagement is developed and enhanced through staff development across all DEW engagement and program management staff.

- Engagement unit and media unit members are effectively led and empowered to deliver outcomes, services and perform to high standards.
- The Communications and Engagement Branch is supported at the leadership level through the input of subject matter expertise, planning and direction setting, collaborative problem resolution and support to the Director, Communications and Engagement in achieving strategic objectives.
- Leadership is provided to the team to ensure project goals are met, drive an innovation culture, and achieve organisational excellence.
- Ensure the effective management of human, financial and physical assets with the unit/team through appropriate planning and allocation of resources to achieve agreed business and strategic plans.
- Lead, develop and foster a positive work culture which is based on SA Public Sector Code of Ethics values and promote customer service, learning and development, safety, and welfare of employees, acknowledge differences and encourage creativity and innovation, which is highly responsive to the needs of the business, our partners and external clients.
- Provide timely and constructive feedback to subordinate staff to contribute to their effective performance and motivation and plan for their continued professional and technical development.

Essential Criteria (including qualifications)

[Must be addressed by candidates in written application letter (max 3 pages) in addition to CV unless advertisement advises otherwise]

- Experience in leading teams showcasing strong leadership skills in driving projects from inception to completion, while prioritising team cohesion, high performance, and stakeholder satisfaction.
- Experience in leading, managing and developing a high performing team.
- Experience in the development of community engagement and or media frameworks, strategies, policies and procedures.
- Demonstrated experience developing media opportunities and reacting to media enquiries.
- Demonstrated experience developing and/or facilitating community forums.
- Demonstrated experience in leading and managing significant engagement projects including complex community engagement strategies, in accordance with recognised project management methodologies and principles.
- Demonstrated high level communication and writing skills, including the ability to establish and sustain strong networks and partnerships to achieve engagement project outcomes.
- Knowledge of the IAP2 Participation Spectrum, standards and principles of community engagement.

Desirable Criteria

- An appropriate degree/qualification in community engagement, communications, journalism or similar is desirable.
- IAP2 accreditation, or ability to obtain it, is desirable.
- Understanding of community engagement practice within a government context is desirable.
- Experience working with Aboriginal Communities.

Direct Reports

- Community Engagement Adviser (Coasts) 1.0FTE

Key Relationships/Interactions

- DEW Executives and Senior Leaders, including Directors and Managers across the Department.
- Program Manager - Adelaide Beach Management Engagement
- Manager, Coasts Unit External service providers and contractors.

Special Conditions

- May be required to participate in responses to state emergencies or associated duties.
- You must be an Australian citizen, permanent resident, or provide evidence that you hold a valid working visa that allows you to work in Australia.
- Prior to being employed, the successful applicant will be required to obtain a National Police Check.
- A current class “C” driver’s licence and willingness
- May be required to undertake intra or interstate travel, occasional overnight absences, and work outside of the normal hours of work.

Core Competencies	Elements	Behavioural Indicators
Shapes Strategic Thinking and changes	<ul style="list-style-type: none"> • Creating Vision and Direction • Thinking and Acting Strategically • Motivating Others 	<ul style="list-style-type: none"> • Ensures linkages of operational activities to the Agency’s objectives and program strategies. • Maintains a clear sense of strategic direction within the public sector and political environment. • Pre-empt potential issues and implications and puts measures in place to deal with them. • Uses different leadership styles effectively to enable others to achieve objectives.
Achieves Results	<ul style="list-style-type: none"> • Assuming Accountability • Making Decisions 	<ul style="list-style-type: none"> • Seizes appropriate opportunities to work towards successful outcomes for the Agency. • Fully accepts and wisely exercises the accountabilities and delegations of their role. • Makes informed and timely decisions even in difficult and highly complex situations
Drives Business Excellence	<ul style="list-style-type: none"> • Optimising Performance • Promoting Customer Service 	<ul style="list-style-type: none"> • Monitors performance and takes action when required to improve delivery of outcomes. • Actively builds capacity and capability within their area to deliver

		<p>services effectively and efficiently to a diverse range of stakeholders.</p> <ul style="list-style-type: none"> • Anticipates and understands issues from the customer's perspective.
Forges Relationships and Engages Others	<ul style="list-style-type: none"> • Influencing and Negotiating • Using Political Savvy • Establishing and Maintaining Networks 	<ul style="list-style-type: none"> • Can successfully influence a broad range of stakeholders with differing viewpoints towards a common position. • Able to successfully handle political situations both internally and externally. • Is proactive in recognising areas of political sensitivity and risk and taking action towards a mutually beneficial outcome. • Is confident, adept and flexible in dealing with a range of diverse internal and external stakeholders.
Exemplifies Personal Drive and Professionalism	<ul style="list-style-type: none"> • Displaying flexibility and Resilience 	<ul style="list-style-type: none"> • Adapts quickly and responds positively to the unexpected.

Work Health and Safety

Lead workplace safety procedures and programs

- Proactively ensures all direct reports understand workplace health and safety requirements and responsibilities.
- Leads and participates in health and safety discussions in the workplace.
- Identifies hazards, assesses risks and implements procedures for controlling risks.
- Implements procedures for dealing with incidents and emergency events.
- Maintains appropriate workplace safety records.
- Implements procedures for managing injured workers.

Corporate Responsibilities

- Demonstrate appropriate and professional workplace behaviours that are in line with the [Code of Ethics](#) and the [South Australian Public Sector Values](#).
- Maintain a commitment to Equal Employment Opportunity, Diversity, Ethical Conduct, and record keeping within legislative requirements, according to the principles of the *Public Sector Act 2009*.
- Exhibit and promote the behaviours in line with *The way we work* outlined in the [DEW Corporate Plan](#).
- As an individual it is your responsibility to actively participate in the Department's Performance Review and Development Program. As a manager you are required to action the Performance Review and Development Program inclusive of 6 monthly reviews, for all employees for whom you are responsible.
- Recruit appropriately qualified and experienced staff to the unit/team.

- Demonstrate appropriate and professional workplace behaviours that align closely with the White Ribbon message.
- Champion positive behaviours and conduct during all interactions with children and young people always adhering to the Child Safe Environment Policy and Procedure & Guideline.

Date Delegate approved original classification:	24/10/2023	Original Class method:	Comparison
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