

Role Description

(Non-Manager)



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

Role Title: Community Engagement Advisor

Division: Corporate, Heritage and Climate Action Division

Classification Level: ASO4

Branch/Unit: Strategic Communications and Engagement

CHRIS Position Number: P48315

Reports to (Title): Principal Communications and Engagement Adviser

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

About the Role

Working under general direction, the Community Engagement Advisor provides day-to-day internal and external communications and engagement support. The role is responsible for implementing approved communication and engagement activities, maintaining communication channels, and websites and supporting community engagement initiatives, designed to build public understanding, support and participation. The role may be required to support other projects as business needs change.

Key Role Outcomes

- Provides planning support by contributing audience insights, relevant information and draft content that to assist senior advisers in developing communication and engagement plans.
- Delivers high-quality content, including writing and editing clear, accurate materials such as web content, e-news articles, social media posts, factsheets and signage. Uploads content to DEW platforms while ensuring compliance with brand, accessibility and plain language standards.
- Develops and implements departmental communication activities to engage staff on organisational priorities, including the management of internal communication channels such as communications calendar, e-newsletters and other staff engagement platforms.
- Supports the coordination of events and engagement activities, including venue bookings, promotional resources, RSVP management and on-site logistics. The role may occasionally represent DEW at events alongside senior staff.
- Supports evaluation and reporting activities by collecting and analysing basic data and metrics from digital channels, events and engagement activities and providing progress updates and reports.

Essential Criteria (including qualifications)

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

- Demonstrates clear written and verbal communication skills by translating technical and scientific information into plain English for diverse audiences and delivering accurate content within tight timeframes and deadlines.
- Demonstrates strong organisational skills by managing multiple tasks, adhering to agreed priorities and recognising when to seek guidance if competing demands arise.

- Applies sound digital literacy skills, including the effective use of Content Management System (CMS), email marketing tools or social-platform schedulers and can interpret and report on basic analytic data.
- Builds and maintains effective working relationships by collaborating with colleagues and external stakeholders demonstrating professionalism and respect.
- Demonstrates problem solving skills and initiative by identifying routine issues, such as negative feedback or factual inconsistencies, and taking appropriate action or escalating matters when required.

Desirable Criteria

- An appropriate degree/qualification in communications, journalism or relevant discipline is desirable.
- Experience using content management systems, social media platforms and analytics packages is desirable.

Key Relationships/Interactions

- Works in partnership with the Strategic Communications and Engagement team and collaborates effectively with members across all divisions of DEW.
- Liaises and maintains effective working relationships with key business stakeholders.

Special Conditions

- May be required to participate in emergency preparedness, response and recovery activities required by government agencies
- 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.
- This role has been identified as a:
 Position of trust ☒ Prescribed position ☐ Not applicable ☐
 The following screening check(s) is/are required:
 - *You will be required to provide a valid Nationally Coordinated Criminal History Check prior to being employed, which is required to be renewed every three years before expiry. DEW will cover the cost of renewal.*
- 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	• Thinking and acting strategically.	• Raises potential options for consideration arising from research analysis. • Can identify and articulate potential issues and implications.
Achieves Results	• Delivering effective outcomes. • Assuming accountability	• Develops and communicates clear and realistic goals / expected outcomes for projects and tasks. • Works with key stakeholders to problem solve over coming challenges and facilitate the achievement of outcomes.

		• Willingly accepts responsibility for own work. • Shows initiative in moving projects forward and dealing with potential problems.
Drives Business Excellence	• Optimising performance	• Works collaboratively with team members to achieve team and individual goals. • Has a good understanding of team members' skills and strengths and uses this knowledge to achieve tasks effectively.
Forges Relationships and Engages Others	• Establishing and Maintaining Networks	• Works well with others and is effective in collaborating with colleagues across the Agency.
Exemplifies Personal Drive and Professionalism	• Displaying Flexibility and Resilience. • Demonstrating Commitment to Learning and Development	• Quickly regains focus in the face of unexpected setbacks. • Adapts to new situations while maintaining achievement of outcomes. • Demonstrates an awareness of relevant trends/developments. • Keeps abreast of relevant developments within their own field of expertise.

Work Health and Safety

Contribute to workplace safety

- Accepts responsibility for own and others safety.
- Actively participates in consultation about work, health and safety issues.
- Identifies and reports hazards and identifies risk controls where appropriate.

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](#).
- Actively participate in the Department's Performance Review and Development Program.
- 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 and act in accordance with the Child Safe Environment Policy and Procedure at all times.

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