

Position Description

Stakeholder Liaison Jetty Road Transformation

Council Strategic Vision

Protecting our heritage and beautiful coast, while creating a welcoming and healthy place for all in South Australia's most sustainable city.

Our Culture

A place that proudly delivers great things.

Where we deliver on promises; value people; recognize achievements; inspire progress, respect history, build the future; grow and learn; and enjoy what we do.

Our Values

As a values-based organisation, we demonstrate our values through our behaviours. These values guide everything we do.



A Achievement

Deliver agreed outcomes for our community



R Respect

Act with honesty and integrity



I Innovation

Seek better ways



S Simplicity

Easy to do business with



E Engagement

Provide opportunities for all to participate

Position Title	Stakeholder Liaison Jetty Road Transformation
Position Number(s)	.8
Classification	Level 5/6
Reports to	Principal Project Manager Jetty Road Transformation.
Division	Office of the Chief Executive
Department	Jetty Road Transformation
Direct reports	Nil

Position Purpose

This role will work with the project team and external stakeholders to support the Principal Project Manager in the planning, and implementation of the Transforming Jetty Road construction program. This role offers an exciting opportunity to work with the businesses and other external stakeholders in the Glenelg precinct, to successfully interface construction activities in the scope area while ensuring the streets day to day business operations and economic vibrancy is retained.

This position has a specific focus on communication and engagement activities with Businesses along Jetty Road Glenelg. This includes working with the broader project team and construction contractor to identify and advise the Principal Project Manager on activities that will impact businesses and the community along the street, brokering solutions to issues that arise and disseminating construction notifications.

Additionally, this role will work with businesses to understand their needs during construction and maintain key contacts for each business to ensure appropriate communication flow. This role will also be responsible for some general project administration support and preparing stakeholder management reports for the Principal Project Manager and the project Control Group.

Key Relationships/Interactions

Internal

- This role will be pivotal as the first point of contact in ensuring the Principal Project Manager is appropriately briefed of all risks and issues related to the construction activities interface with businesses, understanding the operational needs of the street and fostering productive solutions to maintain the construction program.
- The role will also work alongside the projects construction coordinator to ensure construction methods are mobilised to facilitate agreed business and community access, without the construction unduly impacting on the street's operation and economic vitality.
- The role will also work closely with the Communication and Engagement Team on an ongoing bases and the City Activation Team in the leadup to events and Jetty Road advertising campaigns.

External

- The role will be customer facing and be one of the key primary project representatives with Jetty Road businesses and the local community. Developing solid relationships, building trust and

finding an appropriate level of agreement with these external stakeholders, will be a key requirement of this role and the roles success.

Special Conditions

- Some out of hours work may be required including attendance at official meetings after hours.
- In line with council's Background Screening & Reporting Procedures, Department of Human Services (DHS) screening clearances are required for all positions and will be renewed upon expiry thereafter.
- An unencumbered South Australian Drivers Licence is required.
- A satisfactory medical and/or functional assessment may be required.

Key Accountabilities

The Project Officer, Business Liaison Jetty Road Transformation is responsible for:

Interfacing construction in an urban environment

- Identify key operational information from businesses and the community to assist in establishing pragmatic and appropriate solutions to undertaking construction in a high retail environment
- Work closely with Jetty Road businesses to support the implementation of the construction program, escalate points of conflicts and contribute to ensuring the streets economic viability is not unduly affected.
- Understand and consider the requirements of stakeholders operational needs and provide input into the development of construction footprints, layouts, sequencing and activities.
- Work closely with the project's Construction Coordinator, the City Activation and Construction Teams to ensure access requirements are appropriately implemented and coordinated, to ensure the street can function as normally as possible during construction.
- Collect key requirements from the construction activities, local businesses and the community surrounding Jetty Road, to inform construction methods and stakeholder notifications.
- Support brokering outcomes to support conflicting access needs and construction coordination requirements.
- Identify key activities that will impact the surrounding stakeholders and the community, whereby informing the project's communications and engagement collateral and activities.
- Disseminate and deliver project communication to stakeholders within the project timeframes and in line with the project's strategic communications and engagement plan.
- Manage the Transforming Jetty Road Inbox and ensure timely responses to all enquiries
- Ensure all communications activities align with the project's communications and engagement strategy, key messaging and meet internal approval processes.
- Attend site meeting to inform the contractors of key stakeholder interface issues and requirements
- Escalate issues, risks and pertinent information to support project activities

Coordination and Management of Street Activities and Communications

- Establish positive and effective working relationships with the businesses in the Jetty Road Precinct and the wider community.
- Develop and maintain effective working relationships to support agreed plans and processes for individual businesses, community groups, staff, elected members and other stakeholders as appropriate, for the life of the construction and beyond if required.
- Ensure all stakeholder construction communications are delivered within the agreed timeframes
- Work collaboratively with Councils teams and stakeholders in the development, establishment and delivery of the project's construction services.

Project Administration and Reporting

- Prepare draft stakeholder reports for Project Control Group.
- Provide key messages and stakeholder requirements to inform project communications.
- Prepare responses and maintain appropriate service levels for the Transforming Jetty Road Inbox.
- Contribute to the delivery of the project and development of a construction interface plan in accordance with the project plan and objectives.
- Procurement assistance is provided in accordance with Council guidelines.
- Assist in the preparation of budget forecasting and risks and issues.
- Maintain and document clear, concise, accurate records of all stakeholder correspondence and key interactions in Councils systems.

Selection Criteria

Qualifications	<ul style="list-style-type: none">• A qualification or experience in communications, customer or community liaison services• Tertiary qualifications in a relevant field or equivalent experience	Essential Desirable
Technical Knowledge & Experience	<ul style="list-style-type: none">• Demonstrated experience in stakeholder relations within the context of a construction and an urban environment.• Experience in working with external consultants and contractors.• Experience working with a broad range of stakeholders in a dynamic and multi-faceted project or environment.• A strong knowledge and understanding of building effective and productive relationships.• Demonstrated experience in maintaining records and documentation of stakeholder interactions.• Ability to identify risks, issues and appropriately escalate matters in a timely manner.• Experience in brokering outcomes in challenging situations.• Knowledge and understanding of legislation, guidelines and standards relevant to the area of operation.	Highly Desirable Essential
Personal Capabilities	<ul style="list-style-type: none">• Highly self-motivated with the ability to establish credibility and deliver high quality outcomes for our community.• Advanced verbal and written communication skills with the ability to negotiate, influence and generate excitement about the project.• Ability to prioritise workload and meet set timelines.• Ability to be resilient, innovative, flexible and readily accommodate change.• Analytical, problem solving, and decision-making skills with an ability to explore new and innovative ways to do business using creative solutions.• Genuinely enjoys working in a demanding and dynamic environment• Enjoys being solution focussed and brokering outcomes.	Essential

Collaboration & Communication	<ul style="list-style-type: none"> • Demonstrated commitment to teamwork and the maintenance of a supportive work environment. • Demonstrated capability to establish positive connections and engage in consultation, negotiation, and communication with staff, customers, and stakeholders at various levels, both orally and in written form. • Demonstrated ability to build positive and productive relationships. 	Essential
Customer Service & Continuous Improvement	<ul style="list-style-type: none"> • Demonstrated commitment to customer service and continuous improvement. • Actively participate in and maintain a customer focused culture. • Actively seek and suggest ways to improve work practices and outcomes. 	Essential
Corporate	<ul style="list-style-type: none"> • Working knowledge of the Microsoft Office suite and use of corporate technology. • Experience in the use of Technology One suite of applications. 	Essential Desirable
Government	<ul style="list-style-type: none"> • Experience working in a government environment. 	Desirable

Workplace Health and Safety and Return to Work Responsibilities

Employees have a legal obligation to take steps to protect themselves from risks to health and safety and make sure they do not cause a risk to others through any action or omission.

In particular employees are responsible for:

- Complying with any reasonable instruction and cooperating with any reasonable policy or procedure related to WHS.
- Taking reasonable care in regard to work health and safety.
- Participating in training or other activities provided to protect their health and safety whilst at work.
- Actively participate in rehabilitation and return to work programs as required.
- Ensuring that they are fit for work and not in such state (due to alcohol, drugs or any other reason) as to endanger their own safety or the safety of any other person at work.
- Not wilfully interfere with or misuse items or facilities provided in the interest of the health and safety of workers.
- Report all accidents, incidents, injuries, property damage in accordance with agreed procedures.
- Utilise and maintain appropriate personal protective equipment.

Corporate Systems & Information Management

Make certain that all corporate data and documents are recorded and handled within the suitable corporate systems, following the organisation's established policies and procedures regarding information governance and records management, both in electronic and physical formats.

Performance Development Review (PDR)

Employees will actively engage in the Performance Development Review (PDR) process, which involves setting work priorities, tracking progress towards goals, and offering input on how individual skills can be enhanced in alignment with the role.

Acknowledgement

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment and you accept the organisation may require you to carry out any duties which are within your skills and competence.

Employee Name: _____ Direct Manager: _____

Signature: _____ Signature: _____

Date: _____ Date: _____