

# Position Description

## Community Development & Liaison Officer

### Summary

<b>Position Title</b>	Community Development & Liaison Officer
<b>Location</b>	Ginninderry Community and Information Centre
<b>Position Type</b>	Full Time (38hrs per week)
<b>Hours of work</b>	To be determined with the preferred candidate. Ideally, a combination of weekday and weekend (once or twice per month) work.
<b>Reports to (Manager)</b>	Head of Community, Marketing and Communications
<b>Reports to you</b>	None
<b>Date Reviewed</b>	March 2023

Ginninderry is a Joint Venture between Riverview Developments and the ACT Government's Suburban Land Agency with a vision of being a sustainable community of international significance in the Capital Region. Ultimately home to 11,500 homes and 30,000 people, Ginninderry is a 6-Star Green Star Community that sets out to create a new benchmark in liveability, providing diverse, affordable, and inclusive places to live, work and play, all while protecting and respecting the unique environment of the area.

The Community Development and Liaison Officer will be responsible for transitioning purchasers to members of the community by successfully managing and implementing Ginninderry's Community Development Strategy, noting its purpose to draw on, encourage and support community members to take ownership of and develop their communities by sharing and building on their strengths, talents, cultures and assets.

### Core Values

<b>Respect</b>	<ul style="list-style-type: none"> <li>Be Dedicated to Relationships - We respect all people, their ideas and cultures.</li> </ul>
<b>Integrity</b>	<ul style="list-style-type: none"> <li>Be True to Our Word - Integrity is non-negotiable. We are authentic in all our dealings. We leave a positive impact through our actions and behaviours.</li> </ul>
<b>Innovation</b>	<ul style="list-style-type: none"> <li>Be Challenging in our Approach - We strive to find the best solution. We think outside the box and dare to do things differently.</li> </ul>
<b>Collaboration</b>	<ul style="list-style-type: none"> <li>Be Powerful Together &amp; Move Forward as One - We leverage collective genius and grow and learn from each other. We work together to achieve more through our unified culture and knowledge.</li> </ul>
<b>Lasting Impact</b>	<ul style="list-style-type: none"> <li>Leave Behind More than you Found - We are dedicated to making a difference not just for today but tomorrow. We aim to leave a positive legacy for the people who follow in our footsteps.</li> </ul>

## Qualifications & Experience

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Tertiary qualifications or relevant experience in community development, sustainable development, customer relations, etc.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>5+ years' experience in a similar role</li> <li>Prior experience in community consultation processes is desirable</li> <li>Experience working with community groups</li> <li>A mix of strategic planning and project management experience gained through previous employment</li> </ul>

## Skills & Capabilities

<b>Technical</b>	<ul style="list-style-type: none"> <li>Strong communication and language skills both oral and written (fluent English as a minimum).</li> <li>An ability to work and effectively interact with a dynamic multi-disciplined team and capacity to accommodate and manage multi-disciplinary and stakeholder inputs.</li> <li>An understanding of Asset Based Community Development (ABCD) principles.</li> <li>An understanding of the property development industry, estate design and interdisciplinary processes is desirable but not essential.</li> <li>An understanding of the "triple bottom line" approach adopted by the Project</li> <li>Experienced in the use of social media applications.</li> <li>Excellence in report writing and digital communication.</li> <li>Highly developed interpersonal and negotiation skills.</li> <li>Excellent organisational and time management skills.</li> <li>Ability to work with minimal supervision.</li> <li>Tender evaluation, cost estimation, budgeting and cost forecasting skills (desirable).</li> </ul>
<b>Behavioural</b>	<ul style="list-style-type: none"> <li>Confidence in own ability together with flexibility in approach to differing situations.</li> <li>An ability and desire to consider alternative and innovative approaches to delivery of outcomes.</li> <li>A willingness to take "the extra step" in regard to stakeholder service is essential.</li> <li>An ability to accept and embrace change is essential.</li> <li>An ability to work under pressure and meet critical timeframes as required is essential.</li> <li>Ability to considers the key business drivers of the Project and Riverview entities when making decisions and taking actions.</li> </ul>

## Stakeholders

<b>Internal</b>	<ul style="list-style-type: none"> <li>• Head of Community, Marketing and Communications</li> <li>• Project Director</li> <li>• Managing Director</li> <li>• All other team members</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>• Ginninderry Joint Venture Board</li> <li>• Existing and Future Ginninderry Residents</li> <li>• Stakeholders as defined in Ginninderry's Stakeholder Engagement Strategy</li> </ul>

## Responsibilities & Duties

<p><b>Customer Relationship Management</b></p> <p><i>Working closely with the relevant project team members, assume the role of customer relationship officer to ensure a smooth transition from 'purchaser' to 'resident'.</i></p>	<ul style="list-style-type: none"> <li>• Ensure the following key touchpoints are upheld as part of the Ginninderry's approach to customer experience: <ul style="list-style-type: none"> <li>○ Partake in pre-settlement events (managed by the sales team).</li> <li>○ Administer and manage distribution of welcome letters, Handover Packs &amp; Settlement Offerings;</li> <li>○ Organise and manage welcome events (for new residents) including "Meet the Project Team"/Drop in Sessions.</li> <li>○ Oversee and manage resident surveys</li> </ul> </li> <li>• As required, assist purchasers/residents across a broad range of issues expected to include, but not limited to, the following: <ul style="list-style-type: none"> <li>○ Working with the Sales and Compliance Team, assist purchasers through the processes for design approvals, compliance bond refunds and front landscaping;</li> <li>○ Working with the Sales and Compliance Team, assist built form purchasers through settlement processes and disputes, including during and after the defect liability period;</li> <li>○ Dealing with day to day questions from residents once they have moved into the new community, such as: <ul style="list-style-type: none"> <li>▪ issues with rubbish bin collection</li> <li>▪ connecting to services</li> <li>▪ timetable and stops for public transport bus</li> <li>▪ etc.</li> </ul> </li> </ul> </li> <li>• Provide feedback for overall improvements with respect to issues that may be encountered with a view to improving Ginninderry's approach to customer experience.</li> </ul>
<p><b>Community Development and Engagement</b></p> <p><i>Manage and deliver Ginninderry's Community Development Strategy, ultimately drawing on, encouraging and supporting members of the community to</i></p>	<ul style="list-style-type: none"> <li>• Deliver Ginninderry's Community Development Strategy (CDS). Review and update as required in line with community/project needs and input from the Head of Community, Marketing and Communications.</li> <li>• Working with the Stakeholder Engagement &amp; Partnerships Manager as required, facilitate positive project relationships with community groups in West Belconnen, including Strathnairn Arts Association, Kippax Uniting Care, Capital Region Community Services, and others (refer to</li> </ul>

<p><i>take ownership of and develop their own community by sharing and building on their strengths, talents, cultures and assets.</i></p>	<p>Ginninderry's Stakeholder Engagement Strategy). Where applicable, leverage their expertise to deliver community services that benefit Ginninderry residents (e.g., events).</p> <ul style="list-style-type: none"> <li>• Alongside the Marketing and Communications Team, manage and maintain purchaser and resident communications, including emails, newsletters, Ginninderry Locals Facebook, and surveys to disseminate project information and collect community feedback as required.</li> <li>• Develop, lead and/or facilitate a consist offering of community programs or events that fosters local business and addresses the needs and wants of Ginninderry residents while encouraging participation, creativity and diversity.</li> <li>• Develop knowledge and understanding of community and social issues, being the voice of the community to ensure the project team understand the needs and wants of the community while ensuring Ginninderry's project vision and business objectives are upheld.</li> <li>• Ensure Ginninderry's 'What's On' page on the project website is always up to date.</li> </ul>
<p><b>Project Assistance &amp; Administration</b></p>	<ul style="list-style-type: none"> <li>• Facilitate and assist key staff involved in management of community development functions including internal and external events, community and sponsorships grants.</li> <li>• Attend project coordination meetings and project reference group meetings, take minutes (as required) and liaise with key team members to facilitate the close-out of agreed actions in a timely manner to meet project priorities and delivery requirements.</li> <li>• Work closely with other community related service streams/functions to provide support and achieve synergies, in particular the Stakeholder Engagement &amp; Partnerships Manager and Arts &amp; Cultural Planning Advisor functions.</li> <li>• Ensure effective records are maintained of all-important dealings with applicable stakeholders to enable easy retrieval and recall. Develop and maintain up-to-date records in Ginninderry's customer relationship management platform, as required.</li> <li>• Prepare all required reporting for Community Development &amp; Residential Liaison activities including, but not limited to, monthly board reports and annual business planning.</li> </ul>
<p><b>Financial Management</b></p>	<ul style="list-style-type: none"> <li>• Assist in the preparation of budget lines connected with this position and subsequent monitoring/reporting of expenditure against the forecasts.</li> <li>• Liaison with the Project Accounting Team and Head of Community, Marketing and Communications regarding approval and processing of invoices against the budget lines connected with this position.</li> </ul>

## Annexure A – Community Team Structure

