

# Position Description

## Community Engagement and Development Officer

### Summary

<b>Position Title</b>	Community Engagement and Development Officer
<b>Location</b>	Ginninderry Community and Information Centre 1 McClymont Way, Strathnairn ACT
<b>Position Type</b>	Full time (38hrs per week)
<b>Hours of work</b>	To be determined with the preferred candidate. A combination of standard business hours, work after standard hours and weekend work (once or twice per month) is expected.
<b>Reports to (Manager)</b>	Head of Sustainability and Community Development
<b>Reports to you</b>	None
<b>Date Reviewed</b>	March 2026

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 Engagement and Development Officer is responsible for supporting the successful transition of purchasers into engaged members of the Ginninderry community. This role requires a mix of community engagement and community development expertise. Community engagement involves supporting the Ginninderry team in building and maintaining strong relationships with the Ginninderry community through effective, accessible and inclusive communication. Community development involves identifying and empowering community members to actively develop their communities by leveraging their unique strengths, talents, cultures and assets, as outlined in Ginninderry's Community Development Strategy.

## Riverview's 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> <li>• Experience working in a job share position is desirable</li> </ul>
<b>Registrations</b>	<ul style="list-style-type: none"> <li>• Current Working with Vulnerable People (WWVP) registration in the ACT</li> <li>• Full Drivers Licence</li> <li>• Current First Aid Certificate (or willingness to undertake training)</li> </ul>

## Skills & Capabilities

<p><b>Technical</b></p>	<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>• 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> </ul>
<p><b>Behavioural</b></p>	<ul style="list-style-type: none"> <li>• Decision Making - Makes quick decisions; makes difficult decisions; makes considered decisions; takes responsibility.</li> <li>• Building Relationships - Builds rapport; creates a positive impression; adapts interpersonal style; maintains good working relationships; offers help; builds and maintains networks; develops cross-functional awareness; manages conflict.</li> <li>• Communication - Understands spoken information; speaks clearly; engages others when speaking; adapts to the audience.</li> <li>• Planning and Organising - Sets objectives; plans ahead; uses time efficiently; manages resources; maintains documentation.</li> <li>• Resilience - Thrives under pressure; controls emotions; copes with setbacks.</li> <li>• Collaboration – fosters community cohesion, listens attentively, demonstrates empathy, and encourages diversity.</li> </ul>

## Stakeholders

<p><b>Internal</b></p>	<ul style="list-style-type: none"> <li>• Head of Sustainability and Community Development</li> <li>• Development Director</li> <li>• Managing Director</li> <li>• All other team members</li> </ul>
<p><b>External</b></p>	<ul style="list-style-type: none"> <li>• Ginninderry Joint Venture Board</li> <li>• Existing and Future Ginninderry Residents</li> <li>• Other stakeholders as required for the role</li> </ul>

## Responsibilities & Duties

<p><b>Community Engagement and Community Development</b></p>	<ul style="list-style-type: none"> <li>• <b>COMMUNITY ENGAGEMENT:</b> Serve as the key conduit between the Project Team and Ginninderry residents through a range of formal and informal communication channels. Provide a voice for the community, ensuring that their needs and wants are understood by the project team while ensuring that Ginninderry’s project vision and business objectives are upheld. Ensure community is kept informed of all relevant community development and project activity.</li> <li>• <b>COMMUNITY EVENTS AND PROGRAMMING:</b> Develop, lead and/or facilitate a consistent and meaningful offering of programs that: address the needs and wants of residents; that encourage participation, creativity and diversity; and that foster a sense of community and belonging.</li> <li>• <b>COMMUNITY INSIGHTS:</b> Develop knowledge and understanding of resident demographics, community and social issues, and the needs and wants of Ginninderry residents. Support the development of a framework for the collection, documentation and analysis of data that provides useful insights into the Ginninderry community.</li> <li>• <b>COMMUNITY DEVELOPMENT:</b> Support the successful transition of purchasers into engaged members of the Ginninderry community. Adopt an asset-based community development approach to programming and other engagements by partnering with individuals, organisations, and businesses for program design and delivery.</li> <li>• <b>COMMUNITY GRANTS AND SPONSORSHIPS:</b> Manage and/or administer the community grants and annual sponsorship grants programs to maximise community value and benefits.</li> <li>• <b>COMMUNITY DEVELOPMENT STRATEGY:</b> Implement Ginninderry’s current Community Development Strategy and support the development of Ginninderry’s 2026-2030 Community Development Strategy.</li> <li>• <b>STRATEGIC INPUT:</b> Provide strategic input with a community lens on initiatives that have the potential to impact residents (e.g., Community Grants, open space planning, School Active Travel Strategies).</li> </ul>
<p><b>Customer Relationship Management</b></p>	<ul style="list-style-type: none"> <li>• <b>TRANSITION SUPPORT:</b> Support the Project Team in enabling the successful transition of purchasers into members of the Ginninderry community through customer relationship initiatives at key milestones</li> <li>• <b>COMMUNICATION:</b> Connect with community and support community at different touchpoints in their Ginninderry journey. Deal with day-to-day questions from residents. Maintain an in-depth understanding of Public Project FAQs and Project and Initiatives to ensure consistent communication with community regarding key project matters.</li> </ul>

<p><b>Project Administration, Financial Management and Support</b></p>	<ul style="list-style-type: none"> <li>• <b>BUDGETING:</b> Manage the budget for Community Development activity (inc. marketing, advisory groups, etc.), including co-development of budget lines, monitoring, delivery of activity within agreed budgets and reporting.</li> <li>• <b>DOCUMENTATION AND REPORTING:</b> Document relevant formal and informal project and stakeholder meetings where required, maintain up-to-date stakeholder records in Ginninderry’s customer relationship management platforms, produce analytical reports on community-related activities (e.g., events, community grants), and prepare required Community Development reporting (e.g. monthly board reports).</li> <li>• <b>TEAM SUPPORT:</b> Collaborate with all members of the Project Team to ensure the Community Development Strategy is understood and utilised as appropriate. Support key staff in other portfolios with the implementation and delivery of key community engagement and community development-related events and initiatives.</li> </ul>
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