

# Community Engagement Officer

## POSITION DESCRIPTION

<b>Incumbent:</b>	
<b>Position Status:</b>	Temporary Part-Time
<b>Reports To:</b>	Community House Manager
<b>Direct Reports:</b>	Community House Manager
<b>Prepared By:</b>	Isobel Parker
<b>Approved By:</b>	Isobel Parker
<b>Date Reviewed:</b>	26/11/25

### Primary Purpose

The Community Engagement Officer is responsible for strengthening the visibility, participation, and sense of belonging at Capel Sound Community Hub through marketing, digital communications, and community partnerships. This role will support the Hub's programs, events, partnerships, marketing and communications in alignment with strategic priorities.

### The Environment

Professional environment working for Rosebud West Community Hub Limited trading as Capel Sound Community Hub. You will strive to provide a high level of customer service to all stakeholders, internal and external.

You will maintain current relationships with all stakeholders and build relationships for the future with new ones.

### Key Responsibility Areas

Key Result Area	Major Activities
<b>Administrative Support</b>	<ul style="list-style-type: none"><li>Assist with day-to-day operations, including reception coverage, customer service, room bookings, and general enquiries.</li><li>Support the Community House Manager with administrative tasks, data collection, and coordination of programs and volunteers.</li><li>Ensure the Hub's shared spaces are welcoming, safe, and well-presented.</li></ul>
<b>Centre Operations &amp; Facilities Support</b>	<ul style="list-style-type: none"><li>Assist in the smooth daily operation</li><li>Monitor cleanliness, safety, and functionality of shared spaces and rooms</li><li>Liaise with contractors and service providers for maintenance tasks</li><li>Support set-up/pack-down for events, programs, and activities</li><li>Stay up-to-date with current technologies and trends in social media, design tools and applications</li></ul>
<b>Community Engagement &amp; Partnerships</b>	<ul style="list-style-type: none"><li>Build strong relationships with local organisations, schools, community groups, and service providers.</li><li>Coordinate collaboration opportunities to expand on-site programs and services.</li><li>Represent the Hub at local events and networking opportunities to increase visibility.</li><li>Gather community feedback and insights to inform future initiatives.</li></ul>

<b>Marketing &amp; Communications</b>	<ul style="list-style-type: none"> <li>• Assist with developing strategies for digital, advertising, communications and creative marketing</li> <li>• Ensure our brand message is strong and consistent across all channels and marketing efforts (like events, email campaigns, web pages and promotional material)</li> <li>• Manage the Hub's social media accounts (Facebook, Instagram, LinkedIn) and develop engaging, consistent content that reflects the Hub's brand and values.</li> <li>• Develop and distribute the monthly e-newsletter</li> <li>• Promote programs, events, and services through digital and print channels.</li> <li>• Maintain and grow the Hub's photo and content library.</li> </ul>
<b>Events &amp; Programs</b>	<ul style="list-style-type: none"> <li>• Plan and deliver community events</li> <li>• Collaborate with staff and volunteers to create new programs and activities that respond to community needs.</li> <li>• Support volunteer involvement in event delivery and engagement activities.</li> <li>• Track and evaluate attendance, participant feedback, and engagement metrics.</li> </ul>
<b>Community Awareness &amp; Growth</b>	<ul style="list-style-type: none"> <li>• Increase awareness of the Hub's offerings within the broader community.</li> <li>• Create campaigns that highlight success stories, local partnerships, and impact.</li> <li>• Develop strategies to boost participation in existing programs and attract new audiences.</li> <li>• Identify opportunities to reach new market segments and expand market share</li> </ul>
<b>Reporting &amp; Evaluation</b>	<ul style="list-style-type: none"> <li>• Assist and manage monthly, quarterly and annual budgets for all marketing projects</li> <li>• Maintain accurate records of engagement activities, partnerships, and outcomes.</li> <li>• Support grant applications and reporting through data collection and storytelling.</li> <li>• Contribute to marketing, community engagement, and operational sections of board and annual reports.</li> </ul>
<b>Other Duties as Required</b>	<ul style="list-style-type: none"> <li>• Assist with special projects, initiatives, and fundraising campaigns</li> <li>• Provide backup support to Early Learning Centre or cafe team if required</li> <li>• Adapt to changing needs of the Hub and wider community</li> </ul>

### Organisational Relationships

Director/Management	Duties as listed
All staff members	Participation in weekly meeting/monthly staff meetings
Clients	External and Internal
External providers	<i>Mornington Peninsula Shire</i> <i>Neighbourhood Houses Victoria</i>

### Key Systems and Equipment Usage

- Microsoft Office Suite including Outlook
- Internet Explorer

- Canva
- Industry related software
- Vision 6 (Newsletter System)
- Social Media

### Selection Criteria

Criteria	Mandatory	Desirable
Experience	<ul style="list-style-type: none"> <li>• Strong communication and interpersonal skills, with the ability to engage diverse community groups.</li> <li>• Experience in marketing, community development, or event coordination.</li> <li>• Proficiency in social media management, Canva, and Vision6 (or similar tools).</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience working in a Neighbourhood House or not-for-profit environment.</li> </ul>
Qualifications	<ul style="list-style-type: none"> <li>• Current Police Check</li> <li>• Working with Children Check</li> </ul>	<ul style="list-style-type: none"> <li>• Qualifications in Marketing or relevant field</li> <li>• Current Drivers Licence</li> <li>• RSA</li> <li>• Food Safety</li> <li>• Barista</li> </ul>
Skills, Abilities, Knowledge	<ul style="list-style-type: none"> <li>• Experience running successful marketing campaigns</li> <li>• Excellent organisational and leadership skills</li> <li>• Strong verbal and written communication</li> <li>• Experience with CRM software, Computer Skills, MS Office Suite and Outlook</li> <li>• Ability to deliver creative content (text, image and video)</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to deal with challenging situations</li> <li>• Negotiation skills</li> <li>• Ability to resolve conflict</li> <li>• Time Management skills</li> <li>• Research capability</li> </ul>
Personal Qualities/ Behaviours	<ul style="list-style-type: none"> <li>• A community-minded approach with flexibility to assist across multiple areas of the Hub.</li> <li>• Ability to work collaboratively in a small, dynamic team and take initiative.</li> </ul>	

### Physical Requirements of the Position

This role is primarily based within a Neighbourhood House environment and involves a combination of desk-based administrative work and active engagement throughout the centre. The position requires periods of sitting at a desk operating office equipment and computers, as well as regular movement around the facility to assist with programs, events, and community interactions. The role may also include light physical tasks such as setting up rooms, lifting supplies, and supporting community events and activities.

### Authority Limits

This position needs to obtain prior management approval on all purchases over \$0

### Signatures

---

Employee's signature  
<Insert Name>

---

Date

---

Manager's signature  
Isobel Parker

---

Date