

POSITION DESCRIPTION

Role Title:	Engagement Officer
Position Number:	100216
Work Unit/Division:	Engagement, Education and Prevention
Classification:	VPSG 4.1
Salary range:	\$97,955 to \$111,142 per annum, plus 12% employer superannuation contribution
Employment Type:	Fixed Term – 12 months
Position Reports to:	Engagement, Education and Prevention Manager
Location:	Victorian Ombudsman (VO) Level 2, 570 Bourke Street, Melbourne 3000

About Us

The Victorian Ombudsman (VO) provides a free, independent, accessible and impartial service to the public. Our purpose is to ensure fairness for the public in their dealings with the Victorian public sector, to improve public administration, and engage within both public organisations, the government sector and the broader community. The *Ombudsman Act 1973* (Vic) is the governing legislation.

The VO's role is to ensure that the services of state and local government, and other public organisations are delivered in a fair and reasonable manner that is compatible with the *Charter of Human Rights and Responsibilities Act 2006* (Vic) and that human rights have been taken into consideration in decision making.

About the role

Working collaboratively in the Engagement, Education and Prevention team, the Engagement Officer reflects the Ombudsman's commitment to work constructively with the public sector to improve public administration.

The Engagement Officer is responsible for increasing the Victorian public's knowledge and understanding of the Ombudsman's role and services in resolving complaints about government organisations.

In line with VO's Strategic Plan 2025–29, the Engagement Officer is responsible for upholding frameworks and conducting activities that promote the Victorian Ombudsman's services and community engagement through online or in-person forums and events. Working closely with the Ombudsman, the Engagement Officer produces impactful materials that support these engagements.

Key to this role is the ability to demonstrate exceptional relationship building skills to develop internal foundations for collaboration and awareness-raising activities with key external community organisations.

Prioritising communities experiencing marginalisation, plays a key role in improving the Victorian Ombudsman's engagement with community legal centres, First Nations organisations and other communities underrepresented in the VO's work.

Key Accountabilities

- Identify and action community engagement initiatives and increase the knowledge and services of the Victorian Ombudsman in suburban, regional and marginalised communities.
- Establish the foundations to build, maintain and strengthen relationships with key stakeholders including the legal industry, government departments and agencies and welfare organisations.
- Identify and pursue opportunities for collaborations or awareness-raising outreach activities, such as participation in online forums, events, onsite visits, social media sharing, combined communication materials, and more.
- Partnering with the Engagement, Education and Prevention Manager, operationalise the engagement strategy and promote educational and information materials.
- Work collaboratively with other areas of the VO to implement the engagement priorities of our Focus Area working groups and other internal priorities.
- In partnership with the Communications team, generate materials (e.g. EDM updates, online fact sheets) for public sector audiences, with the aim of preventing maladministration.
- Coordination of and attendance at events such as Roadshows, conferences and other related occasions
- Reporting and evaluation of engagement activities, including tracking on CRM and other platforms and reporting on measures of impact.

Key Selection Criteria

1. Demonstrated experience in establishing internal frameworks to build and maintain meaningful relationships with a wide range of community organisations.
2. Experience in stakeholder relations and engagement with a demonstrated ability to implement the delivery of organisational priorities.
3. Demonstrated ability to present high quality and complex public information to a variety of audiences while promoting the services of the Victorian Ombudsman.
4. Proven ability to manage competing priorities and deadlines, anticipating how to overcome hurdles, and proactively reporting up.
5. Excellent interpersonal skills with a demonstrated ability to engage with people from a range of backgrounds, working productively, respectfully and sensitively, whilst effectively managing internal and external stakeholder expectations.
6. A willingness to travel across Victoria as and when required

Capabilities

Knowledge and Skills	Capability Description
Partnering and Co-creation	Build effective partnerships with the client/customer/community throughout problem-solving process to gain critical insights and develop effective solutions.
Flexibility and adaptability	Adjust approach in line with changing priorities, is open to acquiring and developing skills and knowledge, adapt to new ways of working or organise work to deliver results
Systems Thinking	Consider the wider context, break complex topics or situations into smaller parts to gain better insights and inform actions required.
Interpersonal Skills	Recognise and regulate one's emotions; understands interests and emotions of others achieve best outcomes possible in an authentic manner.
Project Delivery	Define work activities required to deliver against outcomes intended in line with agreed timeframes, resources and ways of working.

Personal Qualities	Capability Description
Communicate with Impact	Use various communication media to convey information, ideas, and insights in ways that maximises understanding of key messages; Posses good written and verbal communication skills
Stakeholder engagement	Identify stakeholders impacted by decisions, takes steps to keep interested parties engaged while managing expectations on outcomes
Resilience	Maintain a positive attitude and consistently deliver quality work in the face of challenging situations.
Outcomes thinking	Think and work in different ways to create better public value for Victorians; Establish ways to clearly and effectively measure the impact of government activity.
Promote Inclusion	Embrace diversity, draw on insights into the community's beliefs, needs, and values to inform required actions

Responsibilities

Environmental: The Victorian Ombudsman is committed to lead by example, in particular through environmentally sustainable practices in our workplace and activities.

OH&S: Under section 25 of the Occupational Health and Safety Act 2004 employees must take reasonable care for their own health and safety and that of others and cooperate with their employer in the workplace.

Recordkeeping Responsibilities: As an employee of the officer in charge of a public office, full and accurate records of the business of the office must be kept in accordance with Section 13(a) of the *Public Records Act 1973*.

Other relevant information:

All appointments to Victorian Ombudsman are subject to reference checks, pre-employment misconduct screening, Working with Children and criminal record checks.

Mandatory checks include:

- Applicants must be an Australian Citizen, Permanent Resident or hold a valid work permit or visa.
- The successful applicant will be employed pursuant to the Victorian Public Service Enterprise Agreement 2024 and VO's relevant policies.
- Appointments will be subject to a National Police Check and Working with Children Check
- Completion of a conflict of interest and declarable associations form.
- Satisfactorily complete (as per legislation) a:
 1. Statutory Declaration for recruitment purposes
 2. Confidentiality Declaration
- All new employees are required to take an oath or affirmation on commencement.
- All new employees will refrain from engaging in any other remunerative employment without the explicit prior consent of the Ombudsman.

Values: All VO employees comply with the Victorian Public Sector Employees of Special Bodies values. These values require that public officials demonstrate responsiveness, integrity, impartiality, accountability, respect, leadership, and that they respect and promote human rights.