

Position description

Title:	Communications and Engagement Support Officer	Position Number	PN 1019
Classification:	Level 3		
Hub:	Office of the Lord Mayor & CEO	Program Area:	Marketing, Communications and Engagement
Reports to:	Manager, Marketing, Communications & Engagement		
Direct Reports:	Nil		

Our vision and mission

Darwin 2030 – City for People. City of Colour.

We will work with the community and partners, provide leadership and deliver services that create opportunities to enhance the economic, cultural and environmental sustainability of Darwin.

Our strategic directions

- A capital city with best practice and sustainable infrastructure
- A safe, livable and healthy city
- A cool, clean and green city
- A smart and prosperous city
- A vibrant and creative city

Organisation operating model

City of Darwin's organisational operating model is an agile high-performance operating model based on supporting collaboration, improving speed of delivery of strategic outcomes, and growing innovation. The model consists of four operating hubs, the Office of the Lord Mayor and CEO, Community, Corporate and Innovation, and incorporates:

- an agile organisational structure
- high-performance culture
- enterprise leadership
- psychological safe working environment
- high collaboration and communication.



Position objective

This position provides advice and services to program areas across the organisation to meet City of Darwin's strategic objectives and facilitate the development and implementation of marketing, communication and community engagement activities.

Key result areas

Corporate identity

- Promote and embody City of Darwin's Vision and Mission.
- Promote and embody City of Darwin's staff values, CARES (**C**ustomer Service, **A**ccountability, **R**espect, **E**xcellence and **S**olidarity).
- Act in accordance with and abide by the City of Darwin's Code of Conduct.



Service delivery

- Contribute towards liaison with internal and external stakeholders to identify opportunities for collaboration and to develop and implement communications, marketing and engagement strategies that deliver on City of Darwin's strategic goals.
- Contribute towards copywriting and editing services for internal and external communications materials, including publications, newsletters, brochures, media releases and editorial, website and social media content.
- Assist in the coordination booking of advertising across a variety of channels, including traditional and digital media.
- Ensure programs meet and adhere to the City of Darwin brand, communication and procurement policies and guidelines, and best practice is maintained in all communications, marketing and engagement activities.
- Assist with the engagement and management of the outputs of consultants and creative service providers, including graphic designers, web developers, editors, photographers, videographers and printers, to ensure the delivery of projects on time and within budget.
- Contribute towards the evaluation and reporting of the effectiveness of City of Darwin's communications, marketing and engagement activities.
- Assist the PR and External Affairs advisor with researching, writing and editing copy for Council's external communications including Advertorials, media releases, public notices, briefing notes and speeches as required.
- Comply with City of Darwin's electronic document management system data entry standards.

Team support (people and capability)

- Work professionally, cooperatively and respectfully with other team members to accomplish joint tasks and build positive working relationships.
- Be flexible and adaptable to working in various work locations throughout the municipality as needed to perform the role effectively.
- Undertake any other duties within the skill and scope of the position or your skill set, as directed.



- Actively participate and contribute to team meetings and other relevant forums, events or organisational meetings as required.
- Proactively engage in performance management processes (ie. probation reviews and annual performance appraisals) as required.

Workplace health and safety

- Ensure your personal health and safety and that of others in the workplace, and report all accidents, incidents and hazards immediately via WHS systems.
- Comply with all CoD Workplace Health and Safety (WHS) policies, procedures, guidance and other-directed requirements.
- Comply with any reasonable directions (such as safe work procedures, wearing personal protective equipment) given by management for health and safety purposes.
- Report all accidents, incidents, near misses and hazards immediately.

Position prerequisites

- Cert IV in Marketing, Communication, Digital Marketing or social media or equivalent qualification and/or experience and/or a minimum of two (2) years' experience in a similar position.
- Class C Driver Licence.
- Current NT Working with Children Clearance (Ochre Card).
- Ability to obtain a National Police Records Check.

APPROVED BY: Emma Jane Edwards
Executive Manager Marketing, Communications and Engagement

Date: 10/03/2025

Employee Acknowledgement

I, _____ have read and understood the requirements of the role; responsibilities and accountabilities as outlined within this Position Description. I understand that I am also responsible for complying with Council's policies & procedures as they relate to my position.

Signed: _____ Date _____

