

Title	Community Engagement Officer		
Group	Governance, Awareness & Policy	Reports to	Manager Communications & Outreach with a dotted line reporting to the Community Engagement Lead
Date Prepared	September 2024		

EWON is the industry based, not for profit Ombudsman scheme which provides all NSW energy and some water customers with independent, free, informal dispute resolution services. We work towards achieving fair and reasonable complaint outcomes for all parties, provide leading customer service and influence energy and water public policy. We are not a consumer advocate, nor do we represent industry.

Our Purpose

1. Provide high quality, independent advice, information and dispute resolution to NSW energy and water consumers.
2. Use our unique complaints data to enable energy and water providers to improve their customer service, systemically reduce the drivers of complaints and to inform the development of regulations, codes and policy.
3. Engage effectively with NSW consumers, promote our service and the complaints processes of energy and water providers through our community outreach and stakeholder engagement program.

Role Purpose

The principal role of the Community Engagement Officer is to:

- Raise awareness of EWON and educate consumers about energy and water issues across NSW including in regional and remote communities.
- Build EWON's networks NSW-wide to ensure we reach our key audiences including culturally and linguistically diverse customers, First Nations peoples, seniors, people with disability, youth and small businesses
- Manage enquiries and simple complaints when at outreach events, and refer more complex matters to the Dispute Resolution team
- report to the Community Engagement Lead on a day-to-day basis.

Key Accountabilities

1. Community outreach	<ul style="list-style-type: none"> • Plans, implements and evaluates outreach activities to increase community awareness of and access to EWON. • Develops and delivers programs to consumers about energy and water issues. • Actively builds and maintains networks of community and government organisations, ensuring contact information is recorded and updated. • Collaborates and/or forms partnerships with organisations to increase the reach and effectiveness of EWON's engagement initiatives.
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	<ul style="list-style-type: none"> • Ensures the program of activities for each financial year meets the requirements outlined in EWON’s Community Outreach Strategy, including those related to geographic priorities and target groups (eg seniors, people with disabilities or flood and drought affected areas). • Organises events and presents to groups. • Liaises with consumer and advocacy groups to keep informed about their concerns and issues in relation to energy and water services. • Coordinates and participates in EWON and other stakeholder networks and working groups and community interagency groups. • Plans and monitors activities to ensure compliance with annual community engagement budget. 						
2. Information resources and publications	<ul style="list-style-type: none"> • Identifies community engagement resource needs and assists with the development and distribution of resources in consultation with communications staff. • Provides information about community outreach activities for EWON’s Annual Report, newsletters and other publications as required. 						
3. Manage enquiries and simple complaints	<ul style="list-style-type: none"> • Responds to enquiries and complaints from customers received while on outreach or at events • Records complaints in EWON’s CRM • Where possible, finalises simple complaints during or shortly after outreach, with more complex matters being transferred to the Dispute Resolution team for ongoing assistance • Attends Dispute Resolution meetings to give outreach updates and maintain own knowledge of complaints issues 						
4. Professional responsibilities	<ul style="list-style-type: none"> • Shares knowledge obtained through stakeholder engagement and outreach activities with EWON staff • Actions are in line with EWON values, Charter and management decisions. 						
5. Work Health and Safety	<p>Demonstrates an active commitment to WHS and compliance with legislation:</p> <ul style="list-style-type: none"> • Takes reasonable care for their own health and safety • Takes reasonable care for the health and safety of others • Attends WHS training as required by EWON • Complies with any reasonable instructions, policies and procedures given by EWON 						
6. Team Contribution	<p>Displays EWON Values and Behaviours</p> <table border="1" data-bbox="568 1865 1356 1933"> <tr> <td data-bbox="568 1865 831 1899">Independence</td> <td data-bbox="831 1865 1094 1899">One Team</td> <td data-bbox="1094 1865 1356 1899">Respect</td> </tr> <tr> <td data-bbox="568 1899 831 1933">Integrity</td> <td data-bbox="831 1899 1094 1933">Service Excellence</td> <td data-bbox="1094 1899 1356 1933">Social Justice</td> </tr> </table> <p>Planning and Reporting</p> <ul style="list-style-type: none"> • Actively contributes to the development and delivery of the team’s annual operational plan and outreach budget. • Contributes to the team’s monthly dashboard and reports. 	Independence	One Team	Respect	Integrity	Service Excellence	Social Justice
Independence	One Team	Respect					
Integrity	Service Excellence	Social Justice					

	<ul style="list-style-type: none"> Ensures delivery of KPI targets and achievement plan commitments.
	<p>Teamwork</p> <ul style="list-style-type: none"> Actively contributes to effective teamwork within own team and across EWON. Displays the EWON values and supporting behaviours. Ensures service excellence processes with a focus on continuous improvement.
	<p>Organisation Relationships</p> <ul style="list-style-type: none"> Fosters good communication and cooperative relationships within EWON.
Additional Duties	Undertake other tasks as reasonably required and/or requested.

Key Behavioural Capabilities

Resilience	Managing Work
Collaborating	Decision Making
Emotional Intelligence Essentials	Earning Trust
Service Excellence	Communication
Adaptability	Work Standards

Key Relationships

Internal	<ul style="list-style-type: none"> Manager, Communications & Outreach (supervisor) Community Engagement Lead (day-to-day management) Aboriginal Community Engagement Officer (team member) Communications Officers Design Officer Policy and Systemic Issues Officers 	<ul style="list-style-type: none"> General Manager, Governance Awareness & Policy Communications Officers Design Officer Policy and Systemic Issues Officers GAP Administration Assistant
	<ul style="list-style-type: none"> Dispute Resolution Leads and Officers 	<ul style="list-style-type: none"> Ombudsman
External	Staff at other agencies	High level stakeholders including EWON members
	Venue staff	Event attendees

Required Qualifications/Knowledge and Experience

Essential knowledge, skills and experience	
Understanding of energy and water complaints	<ul style="list-style-type: none"> • Experience working in energy and water dispute resolution
Able to travel within NSW	<ul style="list-style-type: none"> • Flexibility and willingness to travel frequently, often up to a week at a time (maximum 2-3 weeks per year), work on weekends, early mornings and evenings, as required.
Full NSW drivers' licence and access to own vehicle	<ul style="list-style-type: none"> • Hold a current full Australian Drivers' License • Willingness to use own vehicle to travel to local events (mileage reimbursed)
Experience building and maintaining strong stakeholder networks and partnerships	<ul style="list-style-type: none"> • Strong track record in building, growing and maintaining networks with a range of stakeholders to expand reach and maximise engagement outcomes. • Experience identifying, establishing and strengthening strategic partnerships.
Event coordination	<ul style="list-style-type: none"> • Experience planning and coordinating events, including the ability to troubleshoot when necessary.
Customer service experience	<ul style="list-style-type: none"> • Strong track record in delivering excellence in customer service, including in challenging circumstances.
Communication and technical skills	<ul style="list-style-type: none"> • Excellent written, verbal and interpersonal communication skills. • Cultural Competency: Being able to understand, communicate with, and effectively interact with people across cultures and backgrounds. • Strong presentation and public speaking skills. • Ability to compile documentation and write reports.
System development and process improvement	<ul style="list-style-type: none"> • Proficient skills and experience using Microsoft office (Excel, Word, PowerPoint, Microsoft Teams). • Ability to develop and implement systems to assist with planning and tracking outreach activities. • A focus on continual process improvement.
Teamwork	<ul style="list-style-type: none"> • Works collaboratively with members of the team to ensure quality outcomes. • Identifies opportunities to collaborate across the team to maximise effective use of resources.
Desirable:	
Degree or tertiary qualification	<ul style="list-style-type: none"> • Bachelor's degree or tertiary qualification in a relevant field.
	<ul style="list-style-type: none"> •

Personal attributes	<ul style="list-style-type: none"> • Self-starter, with initiative, adaptability and high level of resilience. • Highly flexible with the willingness to work in a range of environments. • Positive, with high energy levels to deliver service excellence. • Ability to lift and carry up to 10kg.
	<ul style="list-style-type: none"> •

About Our Workplace

EWON is strongly committed to maintaining a constructive workplace where people are openly encouraged to express their views and feel safe to speak up if they experience or witness discrimination, bullying or harassment at work.

EWON staff are bound by confidentiality requirements and must sign a confidentiality agreement on commencement of employment and are to advise of any conflicts of interest in carrying out the role.

EWON is an equal opportunity employer and promotes a safe and healthy, harassment free workplace.