



**Competition # 16/15**  
**Internal/External Posting**  
**Closing date: February 12, 2016**

**Citizen Engagement Advisor**  
**Citizen Engagement and Strategic Planning (Temporary – up to 13 months)**

### **POSITION FUNCTION**

Develop and lead City of Victoria stakeholder consultation and public participation processes in accordance with the City's vision and strategic direction.

### **KEY DUTIES**

Develop and work with City departments to implement communications and engagement strategies to effectively involve the public in civic matters; integrate communication strategies and plans across specific projects and internal or external stakeholder groups. Ensure Project Charter for implementation of the civic engagement strategy is effectively delivered; oversee the implementation of engagement programs and develop and refine related policies. Develop and provide relevant training to program staff.

Coordinate and monitor corporate-wide engagement efforts and track participation. Define success metrics for communication activities such as number of attendees at engagement events; evaluate and report on the effectiveness of these activities through regular communications with stakeholders. Prepare reports and present recommendations to Council and other decision making bodies.

Prepare annual report on public participation activities, progress, challenges and make recommendations for improvement. Identify and coordinate engagement efforts to ensure large scale and priority projects are effectively planned and resourced.

Identify opportunities to continuously improve and advance the external website and strategic use of multi-media tools to meet information and engagement objectives. Oversee community stakeholder database.

Lead internal and external stakeholder meetings on various corporate initiatives as required. Participate in various corporate committees as required.

Perform related duties where qualified.

### **INDEPENDENCE**

Work is generated by annual objectives, departmental work plans, requests from senior management and Council, operational demands, emerging communications issues or is assigned by supervisor.

Work is reviewed through meetings with supervisor.

Issues such as major expenditures or deviations from policy are referred to supervisor.

## **WORKING CONDITIONS**

### **Physical Effort:**

Normal.

### **Mental Effort:**

Meet multiple deadlines. (frequent)

Short periods of intense concentration while working on communications issues. (often)

### **Visual/Auditory Effort:**

Focus on a computer monitor for long periods. (often)

### **Work Environment:**

Office.

## **KEY SKILLS AND ABILITIES**

Organize and prioritize work.

Understand and apply the techniques of civic engagement, communications planning and coordination, and project management.

Provide technical guidance and advice to user departments.

Research and compose civic engagement strategies and communications materials.

Working level operation of City word processing, spreadsheet and communications specialty software.

Compose and present proposals and policies.

Facilitate public consultation meetings and workshops.

Establish and maintain effective working relationships.

Represent the City to the public and outside agencies.

## **QUALIFICATIONS**

### **Formal Education, Training and Occupational Certification:**

Degree in Business, Communications or related field. (4 years)

Accredited courses in stakeholder relations and public participation. (2 days)

5 years related experience including experience in change management in a municipal setting.

Or an equivalent combination of education and experience.

### **OTHER:**

May be requested to substitute in a more senior position.

**Work schedule: Monday to Friday, 35 hours per week (Temporary – up to 13 months)**

**\$47.84 per hour, Pay Grade 18**

**This is a CUPE Local 50 Position**

All applications must be submitted to City of Victoria, Human Resources Department by 4:30 pm, on the closing date noted above.

City of Victoria

Human Resources

Mailing and in person: 627 Pandora Avenue, Victoria, B.C.