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| **Stakeholder Engagement Senior Officer** |
| This role will support the delivery of the Industry Partnership strategy to increase the capacity of NSW Specialist Homelessness Services to deliver new domestic and family violence services core and cluster models. The Manager will map and lead the development of stakeholder management plans and maintain effective relationships with key stakeholders. |
| **Reports To** | Industry Capacity Manager | **Direct Reports** | Nil |

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| **Key Duties and Responsibilities** |

* Develop and deliver stakeholder mapping in accordance with an overarching stakeholder engagement strategy.
* Engage relevant stakeholders in making key decisions while clearly articulating standard objectives.
* Provide advice and support to the Industry Capacity Manager in relation to stakeholder engagement issues and activities.
* Prepare communications to stakeholders and respond to stakeholder enquiries in accordance with stakeholder mapping.
* Support the identification, development, and integration of new technologies or initiatives, relating to stakeholder engagement.
* Ensure the development of collaborative partnerships with key stakeholder groups.
* Monitor and measure the effectiveness of stakeholder engagement activities through digital analytics, surveys, and other key performance indicators.
* Provide support during meetings with stakeholders.
* Take reasonable care of your own health and safety and take reasonable care that your acts or omissions do not adversely affect the health and safety of other workers or clients.
* Always ensure appropriate and respectful workplace behaviour and promote a working environment that is free from discrimination, bullying and harassment.
* Undertake any other tasks, duties, or specific projects within your area of skill and expertise, as required by Homelessness NSW.

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| **Selection Criteria** |

**Required experience, skills and personal attributes**

* Demonstrated negotiation and influencing skills to develop and maintain partnerships with a wide range of stakeholders.
* Excellent verbal and written communication skills with a demonstrated ability to write clearly and simply for a wide range of audiences.
* Effective communicator with strong problem-solving skills and the ability to build consensus amongst diverse groups and influence decision-makers.
* Demonstrated ability to identify and manage issues that could impact the achievement of strategic objectives.
* Excellent project management skills and experience in working on complex engagement projects.
* Proven skills in developing and implementing community consultation and stakeholder engagement programs across a diverse portfolio.
* Willingness to work throughout NSW

**Key training, qualifications and licences**

* Bachelor's degree in communications, public relations, community development, or a related discipline.
* National Police Check.