

POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Senior Policy and Research Officer	Level	8
Business Unit	Strategic and Organisational Development	Position Number	01504
Directorate	Governance and Strategy	Date Established	October 2018
Reporting to	Strategic Planning and Engagement Coordinator	Date Updated	January 2026

2. KEY OBJECTIVES

- Provide strategic advice and technical expertise in policy, research and community consultation matters.
- Coordinate and lead qualitative and quantitative research, including survey design and consultation activities.
- Develop organisational plans, strategies, frameworks, and policy documents.
- Analyse data to produce reports, briefings, and presentations.

3. KEY ACCOUNTABILITIES

- Deliver activities in line with the City's policies, plans, strategies, and frameworks.
- Build and maintain collaborative relationships with stakeholders.
- Apply best practice consultation and engagement methods.
- Manage projects in line with the City's Project Management Framework.
- Ensure all financial activities including contracted work are in line with the City's purchasing practices.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Maintain accurate records in accordance with the City's record keeping policies.
- Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City's safety systems.

4. **KEY ACTIVITIES**

ACTIVITIES
<p>Outcome: Research and policy</p> <ul style="list-style-type: none">• Lead research projects to inform service delivery, policy development, and strategic planning.• Develop and review organisational plans, strategies, and frameworks aligned with strategic objectives.• Ensure data and research outputs comply with policies, legislation, and ethical standards.• Analyse and interpret data to support briefings, business cases, policy papers, and strategic documents.• Apply innovative methodologies to improve data quality and relevance. <p>Outcome: Community consultation</p> <ul style="list-style-type: none">• Lead on the design, implementation, and evaluation of community consultation activities.• Analyse engagement data and produce public outcome reports.• Maintain community consultation documentation for transparency and compliance.• Coordinate corporate surveys to provide data to report against strategic performance measures and other feedback mechanisms.• Represent the City in external networks and advisory groups.• Perform other duties as requested within the scope of this level and in accordance with skills, knowledge, and experience.

5. **WORK RELATED REQUIREMENTS**

Essential Skills, Knowledge, Experience and Qualifications:

Highly level skills and abilities in the following areas:

- Written and verbal communication including report writing.
- Interpersonal to build effective relationships across diverse stakeholders.
- Research and analytical, including survey design and interpretation of complex data.
- Interpretation of complex information for varied audiences.
- Organisational and project management.
- Survey tools, statistical software, and Microsoft Office Suite for data analysis and presentation.
- Problem-solving.
- Equity, inclusion, and culturally safe practices in all aspects of work.

Comprehensive knowledge:

- Research methodologies and analytical techniques, including qualitative and quantitative.
- Contemporary engagement practices and stakeholder consultation methods.
- Project management.
- Data privacy requirements and ethical research standards.

Substantial experience:

- Providing strategic advice, policy development, and governance alignment.
- Design and delivery of consultation and engagement initiatives.
- Survey design and stakeholder engagement across diverse audiences.
- Complex data analysis and interpretation of statistical findings.

Qualifications/clearances:

- Tertiary qualifications in Market Research, Social Sciences, Public Administration, or an equivalent combination of education and experience.

6. **EXTENT OF AUTHORITY**

- Exercises a degree of autonomy, but advice is available for complex or unusual matters.
- Controls and coordinates projects.
- Provides expert advice on policy, research, and engagement projects.
- Independently sets priorities and plans work.
- Responsible for decision-making in work area.
- Required to use professional knowledge, research skills, analytical approach, and problem-solving skills.

7. **WORKING RELATIONSHIPS**

Level of Supervision:

- Works under limited direction.

Internal:

- Relevant Business Units.

External:

- Relevant government departments.
- Education and research organisations.
- Relevant stakeholders.
- Community and non-government organisations.
- Other local governments.
- Market research consultants.
- Residents and public.

8. **POSITION DIMENSIONS**

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
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