



Community Engagement Manager Position Description

Position Overview

Position Title	Community Engagement Manager
Position Number	1212
Position Type	Ongoing
Classification	Level 4 – Senior Professional / Coordinator
Structure	Stewardship
Location	Beerburrum ¹
Reports to	General Manager Stewardship
Direct Reports	Nil
Version	2.0 as at 28 November 2024 ²

Position Purpose

The purpose of this role is to:

1. Ensure a safe and healthy workplace;
2. Manage HQPlantations external communication channels and messaging, and support the development of corporate external messaging strategies, both proactive and reactive;
3. Facilitate operational employee engagement with communities, organisations, First Nations Peoples and other local stakeholders to promote HQPlantations interests and values;
4. Provide community engagement strategies, tools and advice to employees; and
5. Support HQPlantations fire management efforts.

Corporate Responsibilities

You are responsible for ensuring your behaviour and performance are aligned to:

- Our commitment to achieving a Proactive Safety Culture;
- Our Corporate Values of Commitment, Drive, Integrity, Respect, and Adaptability;
- The behaviour standards outlined in our Code of Business Conduct that reflect our Growing Together Culture:
 - Growing Our Culture;
 - Reflecting Our Safety Vision;
 - Delivering Ethical Governance;
 - Applying Business Acumen; and
 - Displaying Genuine Leadership.
- Our commitment to a diverse and inclusive workplace by being open to different ideas and cultures, committing to listening to each other, treating everyone fairly, and valuing different perspectives.

¹ The incumbent may be required to work from other HQPlantations locations from time to time which may require overnight travel.

² This Position Description may be redesigned from time to time to meet business needs.



Position Accountabilities

1. Ensure a safe and healthy workplace

- Ensure the safety of yourself, your team and others by placing safety first in all work activities and decisions;
- All work activities are carried out in alignment with HQPlantations health and safety Policy and Standards as detailed in our Health & Safety Management System (HSMS);
- Risk assessments are carried out when hazards are identified, prior to all new work, and when change is introduced;
- Provide genuine safety leadership in all decisions you make, and work practices carried out; and
- Health & Safety events are reported and analysed.

2. Manage HQPlantations external communication channels and strategic messaging

- Manage strategic messaging through HQPlantations external facing electronic communication platforms, ensuring currency of content through coordination of periodic reviews;
- Manage the effective communication of HQPlantations commercial and broader land use challenges via electronic and traditional media channels;
- Respond to community enquiries and feedback;
- Develop and maintain Crisis Communications Plans for identified and emergent social licence and public safety risks; and
- Manage collection, collation and analytics of data relating to stakeholder and public activities on or about the Plantation Licence.

3. Manage and Coordinate HQPlantations First Nations Engagement processes

- Manage HQPlantations commitment to First Nations Engagement across whole of business, including working collaboratively across Districts to ensure appropriate training, dialogue and shared cultural understanding is in place; and
- Support Operational employees in establishing and strengthening relationships with First Nations Groups connected to areas our plantations grow while assisting in the negotiation of Cultural Heritage Management Plans (or similar mechanisms) as required through moderation of discussions in a culturally appropriate way.

4. Facilitate and support employees engagement with local communities, organisations and other stakeholders to promote HQPlantations interests and values

- Develop and maintain HQPlantations Stakeholder Management system and related documents;
- Develop tools to assist HQPlantations employees to maintain consistency when engaging with external third parties, and where necessary co-ordinate and train employees to that effect;
- Provide assistance to employees in the representation of HQPlantations interests in dealings with local communities, organisations and stakeholders;
- Identify innovative approaches to addressing community use issues;
- Administer and maintain HQPlantations complaints and disputes standard and coordinate strategic input into complaint and dispute responses; and
- Provide ad hoc strategic communications advice and analysis to Management.

5. Develop and implement engagement strategies targeted to key external stakeholders

- Support HQPlantations leaders to deliver effective communications with key external stakeholders to:
 - Promote strategic business initiatives;



- Address adverse impacts or threats to our social licence, and promote solutions for, current and emerging Plantation Licence land use issues;
 - Manage and where appropriate, lead, the implementation of agreed engagement approach; and
 - Manage and advise on emergent stakeholder or stewardship related issues as directed.
- Develop and implement a Community Engagement plan focused on grass roots engagement across HQP districts;
 - Identify potential State & Industry funding and /or co-contribution opportunities to support delivery of HQPlantations messaging and strategic land use management outcomes; and
 - Provide input and lead delivery on annual and strategic plan targets relating to community engagement and stakeholder management.

6. Support the Permit Administration processes

- Actively support HQPlantations Permit Administration Officer and district employees in dealing with third party visitor permit issues and compliance; and
- Support the revision of permit documentation.

7. Maintain and deliver fire protection and wildfire suppression capacity

- Engage in fire protection activities in accordance with our Corporate Fire Management System (CFMS); and
- Actively participate in fire preparedness rosters undertaking roles for which you are qualified.

Position Requirements

Behaviours & Commitments (Essential)

- Demonstrated commitment and aligned to **HQPlantations Values** of Commitment, Drive, Integrity, Respect and Adaptability;
- Demonstrated authentic leadership in developing a proactive and integrated **Culture of Safety**;
- Demonstrated behaviours that are aligned to the **Code of Business Conduct** behaviour standards; and
- Demonstrated commitment to fostering and developing **HQPlantations Growing Together Culture**.

Knowledge & Skills

Health, Safety & Environment

- Strategic and operational knowledge and understanding of the application of health, safety and environmental practices and systems required in a forest work environment or similar; and
- Demonstrated practical understanding and ability to apply risk assessment tools in a hazardous work environment.

Engagement & Communication

- High level of knowledge and understanding of community engagement including engagement with First Nations Peoples, media and relationship building;
- High level understanding of the land use management pressures faced by forestry or natural resource managers, particularly in regard to public and third party behaviours, social licence, and liaison with external stakeholders;
- Experience in the development, planning and execution of strategic communications and significant stakeholder initiatives which deliver on strategic business outcomes;



- Demonstrated ability in the use and management of social media platforms and corporate stakeholder engagement management platforms; and
- Demonstrated ability to develop and maintain effective working relationships with external strategic stakeholders including government agencies senior management at all levels.

Authentic Leadership

- Possess mature, professional judgement, a disciplined approach, and strong standards whilst driving efficiencies and delivering results;
- Demonstration leadership skills with the ability to be resilient, engage, empower and influence others to align with our Growing Together Culture;
- Proven effective negotiation skills;
- Effective interpersonal communication skills and the ability to foster inclusion; and
- Exhibited ability to listen to others and be genuinely empathetic.

Commercial Acumen

- Highly developed written and verbal communication skills, including media management, high level presentation, coaching and managing difficult conversations;
- The ability to carry out strategic and operational project planning to effectively achieve business outcomes; and
- Proven commercial communications leadership to ensure that HQPlantations succeeds in delivering outstanding results. Strategic decision-making skills underpinned by sound business acumen.

Experience & Qualifications

- Appropriate tertiary and/or vocation education qualification relevant to the position;
- At least 5 years experience in strategic and operational stakeholder management and communications, preferably in commercial forest or natural resource management environment;
- Unrestricted “C” class drivers’ licence; and
- Willingness to actively support HQPlantations fire management efforts.