



Education Officer



Division	Community, Planning and Environment
Group	Community and Customer Service
Section	Community Activation
Reports to	Coordinator Education
Direct reports	Nil
Grade	G

Position Purpose

Plan, develop, deliver and evaluate high quality education programs and behaviour change initiatives that support Council's strategic priorities and influence positive community behaviours and outcomes.

Core Functions

- Develop and deliver high-quality education programs, workshops and initiatives across a range of Council service areas, in line with PMHC's strategies and established processes and procedures.
- Develop and maintain high-quality education resources, digital learning tools and educational materials in accordance with Council's established standards.
- Collect and analyse program participation, feedback and outcomes, and prepare reports and recommendations to support the evaluation and continuous improvement of programs.
- Use strong interpersonal and communication skills to engage key stakeholders and work with subject matter experts and internal stakeholders to gather business requirements, maintain current subject matter knowledge and develop programs and content that respond to identified needs.
- Provide input into the development of relevant education processes, policies and procedures, as required.
- Deliver and facilitate community education activities, including presentations, tours, workshops, pop-ups, campaigns and community events.
- Apply the Education Framework and relevant methodologies when designing and delivering behavioural change programs, campaigns and initiatives.
- Undertake research and consult with key agencies, community groups, local businesses and other stakeholders to identify needs and inform the development and improvement of programs.
- Maintain and update records, registers and databases in accordance with Council's systems and standard procedures.
- Collaborate with the broader Community team to develop and deliver coordinated communications that support community education programs and activities.
- Undertake any other related duties as directed, within the skills and scope of the role.

Essential Requirements

- Minimum Certificate IV level qualifications in Education, Behavioural Sciences, Training and Assessment or a related field, and/or equivalent combination of skills and experience.
- Experience planning, developing or delivering education related programs or initiatives.
- Highly developed written and oral communication skills.
- Ability and willingness to work flexible hours, including evenings and weekends.
- Current Class C Drivers Licence.
- Current Working with Children Check.

Our values

Port Macquarie-Hastings Council values are at the core of our work. It is expected that your conduct will reflect Council values, and your commitment to these values will be central to your successful performance as an employee of Port Macquarie-Hastings Council. The values-based behaviours will form the basis for individual employee performance assessments.

We value

People

We respect all our people in their diversity, keep them safe and empower them to achieve their potential.

To live this value we:

- Seek to understand one another and our differences.
- Work in a safe manner and prioritise the safety of others.
- Support others when they need help or encouragement.
- Recognise the contributions and achievements of others.

Service to our community

We take pride in our meaningful work – serving all who live and work in and visit our community.

To live this value we:

- Put the community at the centre of everything we do.
- Treat everyone with the utmost respect.
- Act with patience and understanding.
- Are purposeful in building a better community.

Excellence

We have high standards and work with diligence and integrity, mindful of the impact of our actions.

To live this value we:

- Work and lead by example.
- Take responsibility for the quality of our work.
- Follow the law, rules, policies, guidelines, and the Code of Conduct.
- Constantly improve us, our work and our community.

Respectful and open communication

We engage with everyone thoughtfully and honestly.

To live this value we:

- Are truthful in all our interactions.
- Consider how our communication might affect others.
- Share information that might be useful or important to others.
- Listen to others with an open mind and ask questions when we don't understand

Working together as one

We collaborate and work together in our teams and across teams – united and connected.

To live this value we:

- Support our colleagues to help them succeed.
- Contribute to the success of our team.
- Collaborate with other teams and with stakeholders to achieve the best results.
- Support the organisation to achieve its goals.

Corporate responsibilities

Risk



- Actively identify and manage risks to support the safety of yourself and others, and safeguard Council's assets, reputation, and operations.
- Promptly report any new risks, incidents, or concerns to your manager.
- Conduct risk assessments diligently and responsibly, following Council's policies and procedures.

Conduct



- Comply with Council's code of conduct, policies and procedures.
- Undertake duties within allocated delegations.
- Identify and report any potential discriminatory or inappropriate behaviours.
- Attend and actively participate in training programs.
- Work collaboratively fostering a positive workplace culture.

Health, safety & wellbeing



- Take reasonable care for our own health and safety.
- Take reasonable care that our acts or omissions do not adversely affect or risk the health and safety of other workers.
- Comply, so far as reasonably able, with any reasonable instruction given to allow compliance with WHS legislation.
- Understand and comply with our policies and procedures relating to health and safety in the workplace.
- Immediately report all safety incidents and enter them into the Safety Reporting System.
- Our supervisors induct new workers on safety policies and procedures relevant to the role and site.

Document endorsement

People, Safety & Performance Human Resources Account Manager	Name Lauren Mudie	Date 31/7/2026
Group Manager Liveable Communities	Name Lucilla Marshall	Date 31/7/2026
Acting Director Community, Planning and Environment	Name Duncan Coulton	Date 31/7/2026

I have read and understand the contents of the position description and acknowledge that this is intended to be a general description only which may evolve and change over time in response to changing strategic and operational requirements.

I will comply with all responsibilities and behaviours and undertake the core functions of the role as described noting that this is not intended to be interpreted as an all-inclusive list of the position tasks.

Employee name	Employee signature	Date