

Role Description

Internal Communication Officer



Title	Internal Communication Officer
Classification/Grade/Band	Band 3 Level 2
Group/Unit/Section	Connected Communities / Community Engagement / Communications and Engagement
Reports to	Team Leader – Internal Communication

Vision

A vibrant and sustainable Central Coast.

Purpose

To provide valuable services that strengthen and support the Central Coast Community.

Values

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching vision and purpose, the role of Internal Communication Officer is responsible for the provision of high quality corporate communication and staff engagement for key internal projects and initiatives.

The position of Internal Communication Officer is required to provide quality customer service and create value for the community.

Key Duties and Responsibilities

- Support the delivery of sustained communication actions and initiatives to meet objectives, deadlines and within allocated resources and evaluate their effectiveness;



- Coordinate content plans for internal corporate communication channels and coordinate timely dissemination of content across all channels including news section of the intranet, e-news, Let's Chat sessions and social media platforms;
- Provide specialist communication advice to stakeholders and support implementation of staff engagement initiatives undertaken across Council;
- Develop and implement a range of innovative, relevant and effective techniques to engage the Central Coast Council employee community in Council matters;
- Consistently adhere to and promote the Central Coast Council brand and corporate style;
- Accurately plan, prepare and construct a wide range of CCC materials including presentations, intranet copy, brochures, fact sheets, briefing notes, speech notes, correspondence and other communication activities;
- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

Authority and Accountability

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
- Policy and procedures are readily available but the Internal Communication Officer is required to choose the appropriate processes. Unusual problems may be referred for clarity of policy or direction;
- Decisions made by the Communication Officer affect the work and activities of others within the section or from a specific project team;
- The work of the Internal Communication Officer influences the community within a specified service line through the application of technical skill or application of regulatory requirements;



- The Internal Communication Officer complies with operational requirements in cooperation with or under the supervision of other employees. Other employees or members of the public may be affected by the employee's acts or omissions;
- The Internal Communication Officer identifies requirements as an input to budget development;
- Look for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area.

Personal Attributes

- Be adaptable, flexible and focused when dealing with change;
- Represent Council honestly, ethically, professionally and lead by example;
- Be committed to achieving work goals and maintains motivation when tasks are challenging and actively seek feedback from colleagues and stakeholders;
- Be responsive to the input of others and works to understand their perspectives.

Interpersonal Skills

- Listen to others and asks appropriate, respectful questions and monitors non-verbal cues and adapts behaviour accordingly;
- Support and promote a culture of quality customer service identify and respond quickly and provides solutions to meet customers' needs;
- Build a supportive and cooperative team environment, share information and learning across teams and solve issues and challenges in collaboration with others;
- Respond to conflict without inflaming the situation and knows when to refer to a supervisor for assistance and/ or withdraw from a conflict situation.

Business Enablers and Technical Skills

- Complete tasks to agreed budgets, timeframes and standards without guidance and contribute to the allocation of responsibilities and resources to ensure achievement of team goals;
- Understand the team/ unit objectives and responds proactively to changing circumstances and adjust plans and schedules when necessary;



- Identify issues that may impact on task completion and provides appropriate solutions;
- Understand delegations and act within authority levels;
- Exercise fiscally responsible behaviour and remain up to date with financial delegation processes;
- Support system improvement initiatives and embrace new technologies;
- Purchase under delegation and comply with procedures;
- Understand project goals, action tasks and expected outcomes and identify and escalate project variances.

Team Work

- Recognise and acknowledge individual/ team performance;
- Monitor and use resources responsibly to achieve team objectives;
- Accommodate changing priorities and respond flexibly to uncertainty and ambiguity.

QUALIFICATIONS

Essential

- Degree qualifications in Communications, Public Relations, Marketing or related field OR demonstrated solid contemporary experience in a similar role, combined with ongoing professional development;

EXPERIENCE

- Extensive experience in corporate communication and / or change communication for a large organisation with a high public profile;
- Demonstrated experience in developing and managing a broad range of communication projects with defined objectives and deadlines;



- Demonstrated ability to apply excellent written and verbal communications skills across a variety of forums, including publications, presentations, social media and intranet;
- Ability to identify stakeholder needs and expectations, determine appropriate action and respond accordingly while presenting the project or Central Coast Council in a positive image at all times.

Desirable

- Local government working experience with knowledge of the Local Government Act and other relevant legislation.

Key Relationships

Internal	External
Section Managers/Team Leaders	Commercial/industrial/development representatives (e.g. Vendors, builders, clients)
Other Council employees (not including direct reports)	Professional/Industry associations including Unions
	State and Federal Government Agencies

