

<b>Position Title</b>	Internal Communications Coordinator
<b>Department</b>	People and Culture
<b>Reports To</b>	Chief People and Culture Officer
<b>Location</b>	Adelaide, Brisbane, Melbourne, Perth or Sydney

### Position Purpose

The Internal Communications Coordinator, delivers organisation wide internal communication pieces under the direction of Chief People & Culture Officer.

The Internal Communications Coordinator is responsible for delivering on internal communication activities outlined in the organisation’s internal communication strategy, including writing, planning, and coordinating communications pieces.

The Internal Communications Coordinator understands Deaf Connect’s internal stakeholders and is responsible for ensuring the right information is delivered to these stakeholder groups in a timely manner and in the appropriate order with consideration of language and access.

The role also works closely with the Office of the CEO and the Marsales team.

### Position – Key Result Areas

The Internal Communications Coordinator works to deliver against each of the areas of accountability outlined below.

The Internal Communications Coordinator works to deliver on the internal communications strategy as set out by the Chief People and Culture Officer and Head of Marketing as well as implement agreed projects to ensure alignment of all cross functional responsibilities, and achievement of agreed business objectives and internal community outcomes.

### Accountability [1-4]

<b>Has direct responsibility over</b>	<b>[1]</b>	<b>Recommends, advises, interprets</b>	<b>[2]</b>
<b>Shares responsibility with others</b>	<b>[3]</b>	<b>Provides information</b>	<b>[4]</b>

### Internal Communication Development and Dissemination

- Coordinates the delivery of projects an internal communications pieces to an agreed timeframe and with a high level of accuracy. [1]
- Coordinates the development of internal communications and engagement pieces in English and Auslan in line with the internal communications strategy. [1]

- Liaises with Marsales Team to ensure content creation and dissemination delivered in line with existing processes. [1]
- Supports the development and execution of the internal communications strategy. [2]
- Contributes to content development for internal communications to support the individual content owners, including support for video production and content design. [3]
- Seeks out and identifies new content opportunities to meet organisational and campaign goals. [3]

### **Internal Communication Channels**

- Manages the 'Office of the CEO' account / profile and supports organization-wide Executive Team communications in line with the Strategic Message calendar. [1]
- Designs and builds elements of Microsoft Teams, Deafshare and other channels to increase information sharing, collaboration and to improve the employee experience. [1]
- Partners with the Impact Team, Marsales Team and People & Culture teams to develop and execute internal communications that are aligned and meet strategic goals. [1]

### **Data management, Development and Reporting**

- Owns and maintains an audience / process matrix, ensuring internal databases are up to date and the appropriate recipients are receive information in a timely manner. [1]
- Contributes to the development of effective frameworks and processes for ongoing performance evaluation of internal communications strategies and initiatives. [4]
- Reports on the success of internal communications campaigns and actions interventions to reach agreed KPIs. [4]

### **Key support for other teams**

- Supports the development of effective relationships between departments with a focus on driving cross-functional collaboration as well as alignment of organization-wide communications (both messaging and timing). [3]
- Coordinates key elements of internal projects at the direction of the executive management team, including four Staff Forums each year. [3]
- Provides support to projects on their internal communication campaign development and execution objectives. [3]

### **Brand , values and culture**

- Assists the Marsales team in the development and refining of communications and key messages - supporting the brand and internal communications strategies. [3]
- Provides communications support and ensures consistency with brand principles and organisational values across internal communications throughout the organisation. [3]
- In partnership with the Executive, develops and executes plans to drive collaboration, innovation, organisational values and a strong internal culture.
- Supports alignment of external employer brand related activities undertaken by the Executive Team, Impact Team and People & Culture team with the strategic plan and employer brand.

## General

- Contributes to the development, maintenance and improvement of communications and engagement platforms, tools and processes aligned with marketing and sales business requirements and in accordance with organisational policies and quality standards. [1]
- Contributes to the review of workplace health and safety procedures, including investigation of incidents and the identification and management of hazards. [2]

## Decision Making

Decisions	Recommendations
Communications and engagement operations and procedures.	Internal Communications strategy and initiatives including key stakeholder engagement and consideration of community impact and outcome.

## Primary Relationships

Internally	Purpose
Chief People & Culture Officer	Line management and development, task setting and review, recommendation, reporting, advice and support
CEO & Executive Team	Coordination of communications , recommendation, reporting, advice and support.
Marketing and Sales teams	Guidance, Collaboration, advice and support
External	Purpose
Professional, industry and sector networks and partners	Market and industry development, innovation, competitor analysis and collaboration
Customers and community	Engagement, needs analysis, communications and engagement strategy/content development

## Persons or functions that report to the position holder:

- Nil

## Knowledge and Skills - Critical Skills

Requirement for Skills / Knowledge in this position

[N]	None	[L]	Little need	[D]	Desirable
[M]	Moderate	[I]	Important	[C]	Critical

	N	L	D	M	I	C
Leading			*			
Innovating				*		
Planning						*
Organising						*
Patience & Friendliness					*	
Customer/Client Orientation						*
Financial Acumen		*				
Administration						*
Auslan				*	X	
Professionalism						*
Acceptance					*	
Problem Solving					*	
Deciding				*		
Implementing				*		
Communicating						*
Flexibility						*
Consulting				*		
Participating					*	

## Selection Criteria

### Essential

- Sound level of understanding of contemporary customer engagement and internal communications theory, practice and technologies.
- Sound understanding of and experience with communication principles.
- Experience with developing effective communications and engagement tools and techniques for application across multiple programs, services and channels.
- Experience in communications, stakeholder engagement and customer analytics.
- Experience developing and maintaining relationships with internal customers.

- Demonstrated ability to work collaboratively across teams in planning, coordinating and implementing communications and engagement plans.
- High level communication skills and an ability to analyse, collate and present information and recommendations.
- Auslan skills, or a willingness to learn.

**Desirable**

- Relevant business qualifications in Communications or a related discipline.
- An understanding of the community or not for profit sector.

**Please sign below your agreement of the above position description**

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(Please Print Name)