

Communications Officer (ASO4)



Government
of South Australia
Department for Infrastructure
and Transport

Role statement

Organisational alignment	Division:	Public Affairs
	Directorate:	Marketing & Communications
	Section:	Corporate Communications
Reporting relationships	Reports to:	Manager, Corporate Communications
	Direct reports:	Nil FTE

Role overview

The Communications Officer supports high level internal communications with a focus on enhancing existing channels and developing new formats and activities that engage and inform both targeted work groups and the broader workforce.

Primary responsibility will include assistance with the compilation of a weekly workforce e-news, as well as creating, analysing and enhancing intranet, digital and print content.

The Communications Officer has highly developed written communications skills and is adept at rapidly distilling complex and often sensitive information to produce relevant, targeted communications to appropriate intent and messaging for a diverse workforce.

Working closely with key stakeholders, the Communications Officer is able to identify internal communications opportunities and risks and identify appropriate strategies and solutions to ensure optimal outcomes, objectives are met and there is a focus on continual improvement.

Further information about the Department can be found at: <https://www.dit.sa.gov.au/about-us>

Our values

We pride ourselves on applying these values to our day-to-day interactions and individual performance. They shape our approach to achieving our strategic agenda.



Collaboration

We work together as one team to serve our customers.



Honesty

We are honest, open and act with integrity.



Excellence

We commit to excellence in everything we do.



Enjoyment

We enjoy our work and recognise our success.



Respect

We respect, understand and value the people we serve.

Key outcomes required of the role

- Demonstrates attention to detail, strategic thinking and the ability to act with urgency, accept and expect responsibility and accountability with communications objectives and workforce benefits front of mind.
- Displays proactivity in the improvement and delivery of content development and editing, and associated systems and processes, ensuring a clear, concise, relevant and informative product.
- Works with business areas and the broader communications team to ensure the delivery of content to a high standard. Monitors and reports on progress.
- Uses technical expertise to present clear, accurate and concise content across multiple communications channels.
- Applies consistent, quality standards to editing across the department, including the application of preferred and appropriate styles.
- Develops proactive opportunities to positively influence and value-adds as appropriate while identifying risks and issues and associated mitigation strategies.
- Models and implements the department and public sector's social and ethical values and standards that comply with legislative requirements and exemplifies community expectations.
- Contributes to a cohesive team, influencing and motivating staff, customers and others in the achievement of difficult and sometimes conflicting objectives. Recognises and harnesses diversity within the team and enables high performing staff, including mentoring robust staff performance and development processes that recognises success and meet business needs.
- Contribute to a safe, diverse and healthy work environment free from discrimination and harassment by working in accordance with the department's Values, legislative requirements, the Code of Ethics for the South Australian Public Sector, equal employment opportunity and departmental human resource policies, including Work Health Safety and Wellbeing requirements.

Special conditions attached to the role

- A National Police Check (NPC) is required prior to employment in the Department for Infrastructure and Transport which must be renewed every three years.
- A Working with Children Check (WWCC) is required prior to employment with the Department for Infrastructure and Transport, which must be renewed every five years before expiry.
- Some out of hours and weekend work may be required.
- Some intra / interstate travel may be required.

Educational qualifications / licenses

- Tertiary qualifications in communications, public relations or a related field, or equivalent industry experience, is desirable.

Technical capabilities

The following are the technical capabilities required for the role:

- Demonstrated communications or content production experience.

Person capabilities

[Our Capability Framework](#) describes the core capabilities, behaviours and skills required for us to meet our strategic objectives and be a modern public sector, attracting, developing and retaining the best talent. The framework is constructed around five categories of capability; personal attributes; building relationships; achieving results; leadership and growth; and performance enablers.

Refer to our framework for the detailed capabilities required for this stream. This role is classified as:

Stream 2: Leader

Stream 2 roles would typically consist of supervisors and senior team members, including those with technical knowledge (indicative classifications include ASO4-6, PO2-3, OPS4-7, TGO2-5, M3-7, WPA2, WBT7-10).

Key selection criteria

The criteria outlined below are drawn from the most significant requirements of the person capabilities (from Our Capability Framework) and technical capability, professional knowledge and experience to be addressed in your application having consideration of the role overview and key outcomes.

- Demonstrates high level interpersonal and communication skills and delivers clear and concise content and advice appropriate to the audience.
- Demonstrates ability to provide high quality, professional content across a range of mediums.
- Is adept at managing multifaceted issues across multiple projects or assignments. Is well organised and capable of working under pressure to meet tight deadlines in a large, complex, diverse agency.
- Displays proficiency in undertaking research, analysing and translating diverse information, promptly and efficiently to produce clear, consistent and relevant content.
- Establishes, maintains and leverages strategic networks, internally and externally, and facilitates opportunities to engage and collaborate with stakeholders.
- Champions the agency's vision, value and goals, and leads and manages change including identifying opportunities, transforming ideas into actions and operating within a whole of government context that accounts for multiple perspectives.
- Demonstrates cultural respect and understanding through the recognition of Aboriginal and Torres Strait Islander community needs. Shows respect for diverse backgrounds, experience and perspectives. Values and encourages diversity of thought.
- Shows leadership and commitment to safety and wellbeing of self and others.
- Shows respect for diverse backgrounds, experiences and perspectives including that of Aboriginal and Torres Strait Islander people. Values diversity of thought.
- Shows genuine care for the safety and wellbeing of self and others.

Approved

Signature: _____ Date: _____

Director, Marketing & Communications

People, Culture and Capability Use Only	KNet ID: 21574704	ANZSCO code: <Insert #>	Position number: P62213
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