



Position Description – Internal Engagement Advisor

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| Position: | Internal Engagement Advisor |
| Band: | 6 |
| Position Number: | 10039 |
| Business Unit: | Strategic Communications |
| Directorate: | CEO |
| Name of Occupant | Vacant |
| Date Approved | May 2018 |
| Approved By | Executive Manager Communications and Economic Development |

Position Objective

- Improve internal stakeholder's knowledge and understanding of Council's direction and organisational performance against goals.
- Develop and implement high quality internal communication activities to support cultural change initiatives, organisational transformation and key projects.

Key Responsibility Areas

The following are the key responsibility areas for the position:

1. Develop and implement communication tools and materials to support key cultural transformation change projects
2. Review, develop and implement guidelines and resource materials that ensure consistent internal communications with Councillors and staff
3. Write/edit content for and coordinate the production, publication, and distribution of newsletters, intranet, CEO blog, marketing material including digital screens and other communication collateral
4. Independently plan and drive multiple internal engagement and change related activities across the organisation, in an organised and efficient manner
5. Excellent communication, stakeholder consultation and problem solving skills
6. Proven ability to work in a team environment, build positive relationships and manage multiple deadlines under pressure
7. All other duties and additional tasks as directed, within the skills and abilities of a position at this level

Organisational Relationships

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| Reports to: | Manager Strategic Communications |
| Supervises: | Nil |
| Internal Liaisons: | All staff, Executive Leadership Team and Councillors |
| External Liaisons: | Service Providers |

Commitment to Culture

Baw Baw Shire Council is committed to creating a culture first environment that actively promotes and demonstrates above the line behaviours.

We will strive to be:

Optimistic – about our organisation's future and our ability to deliver quality services and projects to benefit our community.

Pragmatic – by resolving issues and making the best possible use of our time, effort and resources.

Respectful – of ourselves, our Council and of the diverse views and perspectives of our community.

Supportive – by valuing our team members, empowering them to be successful in their roles and investing in their growth and development.

Authentic – by undertaking our work in an open, honest and transparent manner.

Commitment to Safety

Baw Baw Shire Council has made a committed to increasing our safety performance. A high performing safety culture is created by empowering all Councillors, Employees and Volunteers to be accountable to our ThinkSAFE approach.

Our expectation is that you will **Think, Stop, Assess, Foresee and Evaluate hazards and risks** in all you do to achieve our overall goal of creating a safe work environment.

We are committed to providing a safe working environment that embraces and values child safety, diversity and inclusion.

Qualifications and Experience

The qualifications and experience required for the position include:

- A degree in a relevant field such as communication, marketing, graphic design, public relations and/or change management
- Extensive relevant experience in marketing communications and project management, particularly the development and design of internal communications and change management
- Well-developed writing and reporting skills
- Valid Victorian Driver's license

Key Selection Criteria

1. Qualifications and experience as listed above.
2. Excellent communication (written and verbal) skills and high level interpersonal skills in working with diverse people across a range of disciplines and backgrounds.

3. Demonstrated experience in managing multiple tasks and prioritising in a challenging environment.
 4. Demonstrated experience in managing communications within an organisation facing major cultural change.
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Accountability and Extent of Authority

The position's accountability and extent of authority will be as follows:

- The position operates within operational parameters as set by Council and relevant legislation
- Clear operational and decision-making authority to ensure the effective and efficient implementation of all Council decisions, policies and procedures, programs and activities and the effective use of human and financial resources
- Ability to contribute effectively as part of a team, and to work autonomously

Judgement and Decision Making

Judgement and decision making skills required for the role include:

- Solve administrative problems by drawing on previous experience and effectively applying established techniques and procedures
- Problem solving skills, the application of innovative thought, presentation of alternatives, and justification of options. This can be on a day-to-day basis and in relation to policy and procedure formulation
- The position is required to identify and provide input into the development of policies and procedures
- The position may be required to solve complex and/or technical problems and the incumbent's judgement can be used in the absence of guidance

Specialist Skills & Knowledge

The skills and knowledge required to perform the duties of the position include:

- Ability to use professional knowledge and experience to develop and implement systems to plan and monitor own performance
- Ability to produce a range of high level business correspondence and reports presenting clear, factual and pertinent information based on knowledge, research and analysis
- Independently plan and drive multiple internal engagement and change related activities across the organisation, in an organised and efficient manner

Management Skills

The required management skills include:

- High level organisational skills including the capacity to set priorities and work to achieve set objectives and KPI's
- Skills in managing a diverse workload despite conflicting demands

- Ability to gain cooperation of other staff, customers and others to resolve problems and achieve set objectives

Interpersonal Skills

Interpersonal skills include:

- Excellent oral and written communication skills
 - A strong customer focused approach and be able to anticipate, understand and meet the needs of others before they arise
 - Discretion, integrity and total confidentiality
 - Strong organisational skills, attention to detail and follow through and resolve any outstanding issues
 - Ability to adapt to changing environments and support multiple customers
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ACCEPTED for and on behalf of the **EMPLOYEE**

[acceptance_status]

Acceptance of Employee

[candidate_name]

Name of Employee

[acceptance_date]

Date