



## POSITION DESCRIPTION

<b>Position Title</b>	Marketing, Media & Communications Specialist	
<b>Division</b>	General Manager	
<b>Group</b>	Strategic and Corporate Communications	
<b>Responsible to</b>	Strategic Communications Manager	
<b>Position Supervises</b>	<b>Direct:</b> 6 <b>Indirect:</b> Casual staff, consultants, volunteers and contractors as required	
<b>Position No.</b>	IW1316	
<b>Status</b>	Permanent, full time	
<b>Hours</b>	Based on a 35-hour week. Regular after hours work to attend meetings/functions/events is required.	
<b>Salary Point</b>	66 - 76	<b>Band/Level:</b> 3/3
<b>Pre-employment checks</b> <b>Legislative requirements</b>	Police check	
<b>Date reviewed:</b> 14 March 2022		<b>Reviewed by:</b> Strategic & Corporate Communications Manager

## POSITION PURPOSE

The position is responsible for leading the development and implementation of Council's marketing, communication and media initiatives in line with Council's Strategic Plan.

The position is responsible for managing Council's brand and enhancing its reputation through targeted marketing, communication and media activities, proactively promoting Council's programs and projects to the community.

In this role, you will oversee the development of high quality, timely content as well as proactively manage Council's relationships with key external and internal stakeholders.

You will oversee and manage Council's suite of communication collateral, including, but not limited to:

- Marketing, media and communications policies, plans and strategies;
- Publications including reports and newsletters;
- Media collateral;
- Advertising
- Councillor communications including fortnightly updates and media summaries
- Speeches and editorials
- Banners, flags, signage and noticeboards; and
- Other materials including website, intranet, social media as required.

## SELECTION CRITERIA

Inner West Council is committed to the principles of Equal Employment Opportunity, Work Health and Safety, sustainability, continuous improvement and business excellence. The community is at the heart of the organisation and Council puts its values of integrity, respect, innovation, compassion and collaboration at the centre of everything we do. We are here to be of service to the community and make Inner West a great place to be. Employees are expected to demonstrate commitment to these values in performing their respective roles. In addition to these, the following criteria outline those that are relevant to this specific position.

### Essential criteria:

1. Tertiary qualifications relevant to the role, or demonstrable equivalent industry experience.
2. Significant experience in marketing, communication and/or media.
3. Extensive knowledge of and demonstrated experience implementing best practice marketing and communication strategies that engage key stakeholders.
4. Extensive experience in developing and managing a brand and developing innovative and engaging content to deliver messages to various stakeholders.
5. Demonstrated experience in media management, including issues management and acting as a media spokesperson.
6. Outstanding interpersonal, written and verbal communication skills, including demonstrated experience managing the production of multi-channel collateral, with excellent attention to detail.
7. Ability to work under pressure to meet tight deadlines, and manage multiple projects and competing priorities.
8. Collaborative approach to working with internal and external stakeholders at all levels of an organisation.
9. Demonstrated ability to lead and manage a team and its functions to achieve set outcomes.
10. Demonstrated financial and budget management experience.
11. Working knowledge of Microsoft Office, PowerPoint, Excel, desktop publishing, digital media, content management systems, analytics tools and other relevant applications.
12. Knowledge of and commitment to equal employment opportunities, diversity, work health and safety and ethical practice.

**Desirable criteria:**

1. Experience in and/or knowledge of local government.
2. Experience in incident and crisis management
3. Experience in managing events and sponsorships
4. Experience in stakeholder engagement and community relations
5. Current NSW Class C Driver's Licence.

**KEY DUTIES, ACCOUNTABILITIES AND RESPONSIBILITIES***Strategy*

- Deliver and contribute to the development of Council's marketing, communication & media strategies in line with Council's Strategic Plan.
- Proactively seek new and innovative opportunities to share information and engage with Council stakeholders to meet strategic objectives.
- Monitor trends in communication and marketing and adopt as required as part of a commitment to best practice and continuous improvement.
- Develop and provide input into Council's policies relating to communications as required.
- Provide marketing and communication support across Council as required.
- Ensure Council's communications tools meet legislative and accessibility requirements.

*Media management*

- Monitor and coordinate media enquiry responses to ensure they are responded to in a timely manner, including any urgent or critical issues that may arise outside of business hours.
- Establish and maintain positive relationships with local, metropolitan, multicultural and business media.
- Coordinate media releases, media events and photo opportunities as required, and identify opportunities to leverage and develop positive news stories to promote Council.
- Monitor, report on and evaluate media coverage on an ongoing basis.

*Brand management*

- Act as Council's brand ambassador, ensuring that all communications across Council are consistent with Council's brand identity and style guidelines.
- Ensure Council's brand identity and style guidelines remain current and relevant.
- Provide oversight and advice across Council regarding the production of collateral to ensure it is professional and appropriate to the audience.

*Content and collateral*

- Produce engaging content that is audience appropriate and linked to Council's strategic objectives.
- Oversee production and distribution of Council's core publications, including the bi-monthly newsletter and fortnightly e-newsletter, ensuring they are high quality, targeted and meet branding guidelines.
- Oversee the production and placement of advertising as required.
- Oversee Council's graphic design and print service for internal customers, ensuring that the end product is accurate, high quality and within budget.

*Marketing management*

- Oversee marketing strategies and proactive campaigns to enhance Council's public profile and reputation.
- Oversee Council's major community events program to drive attendance and engagement.
- Oversee banners, street flags and digital screens, including associated tools such as booking forms and calendar/s.

- Work proactively to seek internal and external feedback, gain insights and deliver recommendations to identify opportunities to develop new marketing strategies and enhance existing campaigns.

#### *Stakeholder engagement*

- Build and maintain relationships with key stakeholders such as government agencies, businesses and community organisations to facilitate Council's involvement in projects and events.

#### *Leadership and service management*

- Ensure that the Strategic Communications Manager is informed of any issue which may affect staff, the community and/or service delivery.
- Contribute to the development of cross-functional collaboration and partnerships across Council.
- Adhere to and comply with governance principles, and Council procedures and policies.

#### *Staff management and training*

- Lead, motivate, support, develop and manage staff in a way that is consistent with Council's principles/values, policies and systems.
- Manage a high-performance team in a fast-paced environment on a diverse array of projects with tight deadlines.
- Manage and monitor staff performance and recruitment processes, including feedback, performance reviews and rewards in accordance with Council policy, procedures and best practice principles.

#### *Financial management*

- Plan, develop, manage and review the budget to ensure cost effectiveness, achievement of budget targets, delivery of savings and innovations, and accurate and timely reporting of budget performance.
- Undertake the procurement of goods and services in accordance with relevant legislation and Council policies.

### **KEY RELATIONSHIPS:**

**Internal:** General Manager and Executive Team, Strategic Communications Manager; Council Strategy & Engagement team; and all sections of Council.

**External:** Media; members of the public; peak bodies; local organisations and businesses; relevant State and Commonwealth departments; and other councils.

# WORK HEALTH AND SAFETY RESPONSIBILITY STATEMENT

## SUPERVISORS / TEAM LEADERS / GANGERS

### LEVEL 5

Level 5 Supervisors, Team Leaders and Gangers have the responsibility to ensure that they perform their duties in accordance with their job description, Council's policies, procedures and safe working practices and comply with Work Health & Safety legislation. They must also ensure employees and non-employees within their area of control comply with the Work Health and Safety legislation in performing their stated duties in accordance with Council policies, procedures and safe work practices. These responsibilities are performed by:

Responsibilities	Performance Measures
<ul style="list-style-type: none"> <li>Ensuring all appropriate actions are taken to implement the Health and Safety policy, procedures to satisfy legislative requirements.</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of promotion of, and conformance with, Council policies and procedures</li> </ul>
<ul style="list-style-type: none"> <li>Ensuring regular monitoring of Health and Safety performance in the area of their responsibility.</li> </ul>	<ul style="list-style-type: none"> <li>Conducting Workplace inspections, development of a hazard register, conducting Audits where appropriate.</li> <li>Analysis of accident/incident trends</li> <li>Regular team meetings</li> <li>Use of the hazard reporting process</li> </ul>
<ul style="list-style-type: none"> <li>Commitment to WH&amp;S</li> </ul>	<ul style="list-style-type: none"> <li>Visibly showing commitment to health and safety through participation in formal and informal discussions, workplace visits and hazard inspections etc</li> </ul>
<ul style="list-style-type: none"> <li>Undertaking accident/incident investigations</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of documented and signed accident investigation forms</li> </ul>
<ul style="list-style-type: none"> <li>Liaising with Health and Safety representatives in relation to workplace Health and Safety issues.</li> </ul>	<ul style="list-style-type: none"> <li>Regular meetings with WH&amp;S rep</li> </ul>
<ul style="list-style-type: none"> <li>Improving health and safety performance</li> </ul>	<ul style="list-style-type: none"> <li>Initiating action based on audit, inspection results and feedback from staff</li> </ul>
<ul style="list-style-type: none"> <li>Undertaking regular inspections to assist in the identification of hazards</li> </ul>	<ul style="list-style-type: none"> <li>Development of a schedule of inspections</li> <li>Completed inspections</li> </ul>
<ul style="list-style-type: none"> <li>Attending health and safety meetings</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of signed/ documented minutes</li> </ul>
<ul style="list-style-type: none"> <li>Providing new employees with Health and Safety induction training and specific job training where required</li> </ul>	<ul style="list-style-type: none"> <li>Employee inductions complete.</li> <li>Evaluation of induction by employees</li> </ul>
<ul style="list-style-type: none"> <li>Facilitating rehabilitation for injured employees</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of signed return to work programs</li> <li>Selected duties register</li> </ul>
<ul style="list-style-type: none"> <li>Ensuring employee awareness of Health and Safety management systems and specific workplace hazards</li> </ul>	<ul style="list-style-type: none"> <li>Regular documented meetings with staff</li> <li>Conducting random inspections to ensure that correct WH&amp;S procedures are being implemented by staff</li> </ul>
<ul style="list-style-type: none"> <li>Providing a clear definition, in writing, of all work procedures</li> </ul>	<ul style="list-style-type: none"> <li>All work instructions are documented and provided to staff with explanation</li> </ul>
<ul style="list-style-type: none"> <li>Developing health and safety procedures</li> </ul>	<ul style="list-style-type: none"> <li>Development of specific procedures where required</li> </ul>

• Knowledge of WHS and related legislation	• Attendance at training sessions

**Applicant Declaration**

I, ..... have read and understood the position description for the  
**Marketing, Media and Communications Specialist** as detailed in this document.

Signature: .....

Date:        /        /