

## SOUTHERN GRAMPIANS SHIRE COUNCIL POSITION DESCRIPTION

### Position Details

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Title:	Communications Support Officer
Classification:	Band 4
Business Unit:	Community Relations
Reports to:	Strategic Communications Coordinator

### Position Summary:

The role of the communications support officer is to provide a broad range of administrative and communications support to the Strategic Communications Coordinator to deliver the communications service both internally and externally. There will be direct contact with media, SGSC managers and executive and the public through a variety of communication methods including in person, phone, email and online. The communications support officer will work closely with the Strategic Communications Coordinator with advice and guidance always available. This position will be expected to support the Customer Service team of SGSC when required.

### Key Objectives

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- To support the delivery of external and internal communication, media liaison, community consultation, planning and engagement.
- To provide a broad range of administrative and communications support to the Strategic Communications Coordinator and across the Council directorates.

### Key Responsibilities

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#### Media Relations

- Assist the Strategic Communications Coordinator in supplying the appropriate information to the community via media releases, newsletters, reports, public notices, or other forms of information as required;
- Research, source, write and prepare content for media releases, newsletters, social media and mayoral radio spots to ensure the community is fully informed of Council activities and key initiatives on a regular basis;
- Maintain effective relations with local media groups to the benefit of Council;
- Prepare Council's weekly public noticeboard.

- Prepare Council's fortnightly internal newsletter;
- Assist teams across the organisation with preparation of promotional/ advertising material as required.

### **Community Consultation**

- Undertake all administrative functions required and as directed, to support the Strategic Communications Coordinator with community consultation when dealing with complex or controversial issues;
- Liaise with appropriate staff in relation to options for coordination and promotion of community engagement activities.

### **Online Communication**

- Assist with the management of Council's internet and intranet sites
- Prepare, plan and publish appropriate content on Council's social media account and monitor community engagement and feedback

### **Administration**

- Computer operations, utilising Microsoft Office and Adobe applications as required;
- Undertake filing of documents and correspondence as required and including the creation of files as directed;
- Provide professional customer service support as required, and refer enquiries as appropriate;
- General administration and other duties as directed.

### **Extent of Authority**

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- Commit to and adhere with Council's Child Safe Requirements
- The position requires freedom to organise and set own work priorities subject to general directions;
- Accountable for the efficient and accurate delivery of all operations associated with the position.

### **Judgement and Decision Making**

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- Required to assist in addressing complex and sensitive issues, providing transparency in relation to Council decisions and reasons;
- Able to resolve problems through the adaptation of previous experience, theory or precedent to new situations, with guidance and advice always available from within the Organisation

- Ability to make decisions and carry out procedures in accordance with well-defined administration practices.

### **Specialist Skills and Knowledge**

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- Excellent written and oral communication skills
- The ability to prepare material in a way which is easily understood by the public;
- The ability to collate, interpret and present statistical and technical information;
- Knowledge and experience in the use of computer systems and database management;
- Sound administrative skills.

### **Management Skills**

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Will comply with systems and policies to ensure a safe work environment by:

- Taking reasonable care for his or her own health and safety and the health and safety of others within the workplace and co-operate with Council with respect to any action taken to comply with a requirement of the OHS Act
- Not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare.
- Contribute to OHS consultation processes.
- Prompt reporting of hazards and incidents.
- Ability to manage time, set priorities, plan and organise own work to achieve specific and set objectives in the most efficient way possible
- Ability to source information and ideas for media releases, newsletters, radio program, etc

### **Inter-personal skills**

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- Possess a confident and flexible approach to work
- The ability to develop relationships with, and gain cooperation and assistance from, colleagues, members of the public and customers
- Possess interaction skills for dealing with staff, and persons external to the organisation, including business and community leaders, the media, consultants and contractors
- Ability and tendency to question, seek and interpret information

### **Compliance with Legislation and Policies**

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- Adhere to all current relevant codes of conduct and legislative requirements including:
  - Southern Grampians Shire Council Policies and Procedures;
  - Southern Grampians Shire Council Staff Code of Conduct;
  - Privacy and Data Protection Act 2014 (Vic);

- Equal Opportunity Act 2010 (Vic);
  - Occupational Health and Safety Act 2004 (Vic);
  - Government/Industry Codes of Conduct;
  - The Southern Grampians Shire Council Enterprise Agreement; and
  - The Municipal Emergency Management Plan.
- Demonstrate a commitment to risk management principles and practices, and also maintain a safe environment for staff and the community;
  - Responsible for ensuring the security of Council's assets under the Officer's control;
  - Responsible for ensuring compliance with the requirements of the Occupational Health and Safety Act 2004 (Vic), Council's Health and Safety management programs and for ensuring, as far as practicable, safe working practices for all staff.

### **Qualifications and Experience**

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- Experience in coordinating and preparing high quality written material
- Qualifications or experience in an administration/customer relations work;
- High level competencies in the use of a variety of computer systems; including internal systems (CRM, TRIM etc)
- Experience in promotions/marketing/communications highly regarded but not essential

### **Key Selection Criteria**

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The employee will demonstrate the following:

- ✓ Sound understanding of the role and function of Communications in Council
- ✓ Well-developed written communication skills
- ✓ Demonstrated ability to perform a range of administrative tasks;
- ✓ Demonstrated interpersonal and communication skills to liaise effectively with public and other staff;
- ✓ Up to date understanding of the needs of the organisation and the community
- ✓ Actively considers the wider picture, questioning and identifying patterns and connections between issues/situations that are not obviously related
- ✓ Ability to deal discreetly and tactfully with confidential and sensitive matters.
- ✓ Ability to manage own time and work harmoniously in a team environment.

## Agreement

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I, \_\_\_\_\_ have read and understand the objectives and conditions of the above mentioned role.

Employee: \_\_\_\_\_

SGSC: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_