



## Position Description

Position title:	Communications Officer
Entity:	Austroads
Group:	Strategic Engagement and Performance
Job Type:	Full – time (1.0 FTE)
Location:	Austroads Sydney/Melbourne offices
Reports to:	Communications Manager
Responsible GM:	General Manager Strategic Engagement and Performance
Direct reports:	Nil

## Organisational Context

Austroads is the association of Australian and New Zealand transport agencies.

We provide authoritative, practical and impartial advice, information, tools and services to help our members to deliver safe, efficient and reliable mobility to their customers.

We also deliver value to a range of other key stakeholders across government, industry and communities, where there is a demonstrated societal benefit to do so.

Austroads comprises several business activities, including the core Austroads work program, the National Exchange of Vehicle and Driver Information System (NEVDIS), and Transport Certification Australia (TCA).

Our teams are located across Australia and New Zealand. We work in an integrated and collaborative way, along with external consultancies and other partners, to ensure our products and services are delivered successfully and maximise value.

Austroads promotes a culture of professionalism, innovation, and integrity, with a commitment to accountability, quality, and excellence in the delivery of all of our programs and services. Austroads values continuous improvement, and all staff are expected to engage in their work in a spirit of curiosity, collaboration, and proactivity.

We recognise the unique skills and abilities of each individual, who come from a wide range of disciplines and backgrounds. We support our people through ongoing development and learning opportunities and create a supportive team environment for all our staff. We strive to be an employer of choice.

Austroads takes inclusion and diversity seriously. We embrace difference and diversity of identity, experience and thought, and actively strive for inclusive behaviours across our company and our work.

## The Role

### Team Purpose

The Strategic Engagement and Performance teams are responsible for providing a whole-of-organisation approach to support the evolving needs of members, and to guide the identification, establishment, and delivery of projects in alignment with strategic objectives.

The division comprises three key functions:

- **Strategy and innovation**
  - *Strategic Member relationships* - Cultivate and manage strong member relationships, ensuring alignment and understanding of their diverse priorities. Proactively engages with members and stakeholders to gather insights, direction, and needs, acting as a conduit for strategic and policy initiatives.
  - *Scoping and Innovation* - Identify and prioritise innovative ideas and project requests, as a conduit between members and the product and service delivery teams for innovative and feasible project generation.
- **Delivery and performance**
  - *Project management office* - Responsible and accountable for managing projects overseeing budget, deadlines, risks and on-time delivery of high-quality outcomes.
  - *Performance improvement* - Monitors and tracks organisational KPIs and collaborates across Austroads to identify improvements.
- **Marketing and communications**
  - Implement targeted strategies to effectively convey Austroads' direction, collaborating seamlessly with other teams for cohesive communication and member engagement.

Together, these functions enable Austroads to translate strategic vision into tangible actions, elevate member engagement and satisfaction through improved coordination and more strategic communication channels and identify new and innovative opportunities to deliver value to members. This team will support Austroads execute strategic recommendations, refine future delivery approaches and as Austroads evolves, enhance its overall performance over time.

### Position Purpose

Assist with the development and implementation of effective communication activities for Austroads.

### Major Responsibilities/Accountabilities

The role is responsible for:

- Assisting with preparing documents for publication including technical and research reports, Austroads Guides, corporate reports and the like.
- Assisting with the development and delivery of stakeholder communication strategies.
- Assisting with the promotion of Austroads including preparing website content, social media updates, media releases and newsletters.
- Assisting with the delivery of the Austroads Knowledge Sharing Strategy targeting practitioners including project specific communications.
- Assisting with the delivery of webinars and in-person events.
- Assisting with the preparation of correspondence, papers, reports and presentations.

- Contributing to continuous improvement, identifying ways to enhance value for our members and the public.
- Maintaining and adhere to Quality Systems processes and procedures associated with the role
- Other duties as directed.

## Key stakeholder interfaces

### Internal

- General Manager Research Guidance and Practice
- General Manager Strategic Engagement and Performance
- Communications and Marketing Manager
- Communications and Marketing Team
- All staff

### External

- Media bodies or agencies
- Austroads approved vendors or suppliers
- Visitors

## The Person

### Qualifications, knowledge, and experience

The Communications officer will possess:

- Tertiary qualifications in Communications, Marketing or a related discipline.
- Experience preparing multipage documents for publication following a style guide for presentation and expression.
- Experience using Adobe Creative Suite and Acrobat to produce publications, graphics and advertisements.
- A high level of proficiency in Office 365 applications.
- Experience using website content management systems and other online communication tools.
- Strong organisational ability managing multiple projects, deadlines and competing priorities.

### Personal qualities

The incumbent will need to present a professional image and build a strong relationships across the enterprise. Specifically, the role requires:

- A service focused approach
- Sound judgement and problem-solving ability
- Strong networking and teamworking skill
- Strong attention to detail
- Commitment to ongoing professional development and learning
- Professional ethics and integrity
- Comfort working in an environment which is constantly evolving

## Capability Profile

Flexibility and Adaptability	Adjusts approach in line with changing priorities. Is open to acquiring and developing skills and knowledge, adapts to new ways of working or organise work to deliver results.	Foundation
Critical Thinking and Problem Solving	Objectively analyses and evaluates available data, points of view, needs of stakeholders and potential solutions before recommending relevant actions or decisions.	Intermediate
Digital and Technological Proficiency	Integrates digital and technological developments in the design and delivery of relevant policies, programs and services.	Foundation
Data Literacy	Utilises diverse data sources to improve the speed and quality of service delivery and decision making processes	Foundation
Stakeholder Management	Identifies stakeholders impacted by decisions. Takes steps to keep interested parties engaged while managing expectations on outcomes.	Intermediate
Communicating with Impact	Uses various communication media to convey information, ideas, and insights in ways that maximises understanding of key messages. Possesses good written and verbal communication skills.	Intermediate
Customer Focus	Understands customer needs, applies skills, knowledge and experience to deliver high impact services that address those needs.	Foundation
Working Collaboratively	Collaborates with others, demonstrating an understanding of their value to the organisation.	Foundation