



## Position Description

Position title:	Technical Communicator
Entity:	Austroads
Group:	Strategic Engagement and Performance
Job Type:	Full-time (1.0 FTE)
Location:	Austroads Sydney Office
Reports to:	Specification Manager
Responsible GM:	General Manager Strategic Engagement and Performance
Direct reports:	N/A

## 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 team is 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 team comprises four 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 (PMO)* - Manages and leads Project Management Office (PMO) functions across the organisation, including Portfolio, Program and Project Management Framework (PMF).
  - *Performance improvement* - Monitors and tracks organisational KPIs and collaborates across Austroads to identify improvements.
- **Communications and marketing**
  - Implement targeted strategies to effectively convey Austroads' direction, collaborating seamlessly with other teams for cohesive communication and stakeholder engagement.
- **Strategic content management**
  - Manage content produced by Austroads which is relied upon by external stakeholders to inform best practice, so that all content is mapped, standardised and revised consistently.

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

The Technical Communicator is responsible for leading the preparation of high-quality technical documentation and other written materials by working with internal and external stakeholders to consult, analyse and synthesise information from multiple sources.

The role supports numerous functional areas across Austroads, with a focus on the development of documentation to inform the implementation of new functions and services that respond to the needs of Austroads members and other stakeholders.

To do this effectively, the Technical Communicator must be an exceptional communicator (written and verbal) who pays attention to detail and is able to prepare written materials using a variety of tools and techniques for diverse audiences.

## Major Responsibilities/ Accountabilities

The role is responsible for:

- Leading the preparation of high-quality technical documentation and other written materials, from inception through to completion.
- Supporting implementation projects, functions or services across Austroads designed to respond to the needs of Austroads members and stakeholders by contributing to the development of high-quality written materials.
- Developing and maintaining effective relationships with internal and external stakeholders.
- Distilling complex subject matter into written content which can be understood by different audiences
- Synthesising information from multiple sources, to deliver high-quality outcomes.
- Maintaining consistency and alignment with other relevant documents and internal quality systems managed within Austroads.
- Ensuring quality assurance by applying procedures, analysing and resolving issues or gaps between business requirements and documentation in partnership with others.
- Delivering other documentation and content management tasks as directed.
- Contributing to continuous improvement, identifying ways to enhance value for our members and the public.
- Maintaining and adhering to Quality Systems processes and procedures associated with the role.
- Other duties as appropriate to the role and its required skills and experience.

## Key Stakeholder Interfaces

Internal

- General Manager Strategic Engagement and Performance
- General Manager Research Guidance and Practice
- Specification Manager
- Service Managers
- Project Managers
- Domain Experts and Engineers

External

- Austroads membership organisations
- Telematics and technology service providers
- Contractors and visitors
- Other stakeholders as required

## The Person

### Qualifications, Knowledge, and Experience

The Technical Communicator will possess:

- Tertiary qualifications in technical communication, with a minimum of five years practical experience.
- Experience in project management and/or corporate content management.
- Experience in the use of corporate templates and conforming with established style guides.
- Exceptional verbal and written English communication skills, with demonstrated ability to write concisely and articulate messages to specific audiences, while respecting timeliness and quality.
- Experience in technical editing.
- Demonstrated high degree of technical communication skills, with a forensic attention-to-detail towards accuracy, and identification of errors.

- The ability to verify raw content from authoritative sources, and cross check references from sources within Austroads, or external to Austroads.
- Experience in facilitating meetings to obtain internal and external stakeholder requirements and resolve reviews, and identify and agree on operational handover requirements (experience in the application of these skills at a national or multi-agency level would be desirable).
- Demonstrated ability to distil complex subject matter into plain language written materials, visual materials and presentations of a high quality which cater to audiences with differing levels of knowledge and comprehension.
- Demonstrated ability to maintain published content, ensuring the content library is maintained and organised, while creating building blocks of content within the library.
- Expertise in the use of Microsoft Word and Microsoft PowerPoint (experience in Microsoft Visio is desirable).

## Personal Qualities

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

- Outstanding interpersonal skills
- Excellent analytical skills and the ability to think conceptually, by interpreting complex subject matter
- Ability to work autonomously and be comfortable in navigating ambiguity and environments with imperfect information
- Collaborative mindset, and ability to build relationships across the business
- Patience, diplomacy, persistence
- Being a self-starter
- Adoption of a culture of delivery and closure on issues, while displaying time management and meeting deadlines
- Well-developed relationship management, communication, consultation, and negotiation skills
- Comfort working in an environment which is constantly evolving based on strategic priorities
- Pride in the delivery of work, outputs and the contribution to outcomes to Austroads, its members and other stakeholders.

## 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

Project/ Work Delivery and Management	Defines work activities required to deliver against outcomes intended, in line with agreed timeframes, resources, and ways of working. Understands and applies effective project planning, coordination and control methods.	Foundation
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