
POSITION TITLE:	Communications Officer	POSITION NO: 2479
EMPLOYMENT TYPE:	Permanent Full Time	
CLASSIFICATION:	Level 2 to 4	
CERTIFIED AGREEMENT:	Officers – 2020	AWARD: QLGA
DEPARTMENT:	Executive Services	
BRANCH:	Office of the CEO	
REPORTS TO:	Coordinator Executive Services	

ORGANISATIONAL VALUES: ACHIEVE

Accountability - We accept responsibility for our actions and decisions in managing the regions resources.

Community - Building partnerships and delivering quality customer service.

Harmony - Our people working cooperatively to achieve common goals in a supportive and safe environment.

Innovation – Encouraging an innovative and resourceful workplace.

Ethical Conduct – We behave fairly with open, honest and accountable behaviour and consistent decision-making.

Vision – This is the driving force behind our actions and responsibilities.

Excellence – Striving to deliver excellent environmental, social and economic outcomes.

1. PRIMARY ROLE

Provide a high level of accurate and professional communication services that maintains Council's reputation through its strategic and considered communications initiatives.

2. KEY RESPONSIBILITIES

Key duties and responsibilities may include, but are not limited to:

1. Provide high level administrative, research, analysis and procedural services for the establishment and operation of good communication to both internal and external customers.
2. Deliver and provide internal advice in relation to Council's community engagement activities in line with the community engagement policy and procedure.
3. Prepare communications for publication via a variety of media outlets e.g. social media, published media, radio media, and video.
4. Promote a positive image for Council throughout the community and key stakeholders by delivering accurate and professional corporate communications and marketing programs.
5. Assist management with the formatting design of corporate documents.
6. Undertake and deliver on identified projects in line with the annual operational plan, and contribute to the continuous improvement of Council's policies and processes.
7. Research and preparation of statistical reporting.
8. Build & strengthen relationships with local media, key stake holders, partner agencies and relevant Government Departments.
9. Complete additional activities and reasonable directions given by management.

3. ACADEMIC, TRADE QUALIFICATIONS AND OTHER LICENCES - MANDATORY

- Extensive experience in research, journalism, public relations, advertising and report writing
- Minimum requirement of a current C Class driver's licence.
- Qualifications in a relevant or equivalent field (preferably Communication, Journalism, Public Relations) (desirable).
- Well-developed Information Technology Skills (desirable).

4. KEY SELECTION CRITERIA

1. Proven experience working in corporate/government communications and community engagement environments together with the ability to provide executive level advice.
2. Well-developed oral and written communication skills with the ability to communicate clearly and professionally with stakeholders including the production of quality external communications.
3. High level of proficiency in the use of the MS Office suite with working knowledge of corporate and design software systems.
4. Sound time management skills with the ability to establish and manage work priorities delivering projects within scope, timeframe and budget.
5. Ability to work unsupervised with minimal supervision.

WORKPLACE HEALTH AND SAFETY

The employee will comply with their health and safety duties as detailed in the *Work Health and Safety Act 2011* and Council's Workplace Health and Safety Management System Plan. Employees will also comply with: -

- Their health and safety duties as stated in Council's procedure titled Work Health and Safety Duties and Responsibilities.
- Instructions given by the manager and/or supervisor in respect of the health and safety of themselves and other persons.

CUSTOMER SERVICE

The employee will provide excellent customer service to internal and external customers.

FRAUD, CORRUPTION AND RISK MANAGEMENT

- Report any risks identified (including fraud and corruption) in the performance of duties and responsibilities related to routine day to day activities and special projects.
- Participate and contribute to the conduct of a documented risk assessment that includes fraud and corruption prevention, evaluation, analysis and mitigation of Council's risk exposure.

INTELLECTUAL PROPERTY

Security of Council information viewed or accessed during the performance of duties is contained in the provisions of the Employee Code of Conduct. Subsequently, employees are required to ensure the security and appropriate intended use of Council information at all times.

AUTHORISATION	
Chief Executive Officer: Mark Pitt PSM	Signature: 