

Position title	Communication Manager	Reference	CM.LUD.DWN
Classification	SCHSDS Award Level 7	Last reviewed	February 2015
Tenure	Part time	Hours	38 hours per week
Reporting to	CEO	Location	Ludmilla
Program	Org Management	Cost Centre	0060 – 100%
Approved	CEO	Date	20 February 2015

1. AGENCY STATEMENT

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our motto Respect Fairness and Community articulates our values of cultural respect, social justice and partnerships. As an organisation we are committed to child safe, strength based and community development practices. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is the community services agency of the Anglican Church in the Northern Territory and member of Anglicare Australia.

2. PURPOSE OF THE POSITION

Specifically, the Communication Manager provides communications, media advice, and produces key materials for communication within Anglicare NT and for our engagement in public affairs. The Communication Manager balances the various demands of internal, stakeholder and public communications.

The Communication Manager plays a key role in facilitating awareness and discussion of news and information across Anglicare NT, and actively contributes to the development and delivery of Anglicare NT's advocacy, media and public affair strategies. The Communication Manager reports to the CEO.

3. SCOPE

The Communication Manager will:

- 3.1.1. Coordinate internal communication.
- 3.1.2. Amplify the work of Anglicare NT.
- 3.1.3. Support our work in social policy advocacy.

4. DUTIES AND RESPONSIBILITIES

4.1 Specific

- 4.1.1. Edit and produce a range of publications and material including Anglicare NT's regular internal newsletter, annual report, service brochures and other promotional publications in both hard copy and online formats.
- 4.1.2. Coordinate the ongoing development and maintenance of the Anglicare NT website, intranet and social media activities.
- 4.1.3. Coordinate fundraising activities, develop and maintain a donor registration and engagement system.
- 4.1.4. Provide advice and guidance to managers in relation to branding, style and communications requirements.

- 4.1.5. Maintain and strengthen our organisation's image and branding, ensuring a consistent quality of presentation in Anglicare NT's publications, online presence and public communications.
- 4.1.6. Support public events for Anglicare NT and maintain a database of contact details for a range of stakeholders.
- 4.1.7. Develop and maintain relationships with appropriate contractors, such as designers, printers and other service providers.
- 4.1.8. Liaise with managers regarding their collateral and communications needs and provide advice and systems to support resource development.
- 4.1.9. Establish and maintain archiving and storage systems for communications materials and image libraries.

4.2 General

- 4.2.1 Comply with Federal, NT and Local Government legislation, regulations, permits and/or by laws.
- 4.2.2 Adhere to Anglicare NT Policies and Procedures and general conditions of employment.
- 4.2.3 Comply with funding contracts, operational guidelines, approved work plans, reporting requirements or task directives.
- 4.2.4 Adhere to budgets, delegation levels and administrative and data collection and entry duties, ensuring procedural requirements are met in a timely manner.
- 4.2.5 Comply with Anglicare NT's WH&S requirements; whilst also remaining vigilant in relation to any client/ customer related behavioural risk and contribute to maintaining a safe work environment.
- 4.2.6 Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- 4.2.7 Work collaboratively with the Team to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- 4.2.8 Participate in organisational communications and development systems such as email, staff meetings, planning & review days, quality assurance and organisational promotions and events as required.
- 4.2.9 Actively participate in supervision, performance reviews, professional development activities and training as required.
- 4.2.10 Maintain time and attendance leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.

5. AUTHORITIES

- 5.1 Expenditure, Operational/Administrative, Personnel, Management and Legal – as per current Delegation of Authority Document (this is endorsed by the Board and periodically updated).

6. SELECTION CRITERIA

6.1 Inherent requirements for all employees

As an employee of Anglicare NT you must:

- ✓ Commit to and respect the values of the organisation, uphold confidentiality, be trustworthy and adhere to the Anglicare NT Code of Conduct and Policy.
- ✓ You must uphold the principles of child safe and strengths based approaches and apply these in your day to day work and practice.
- ✓ Commit to working in a culturally inclusive workplace and the principles and practices of cultural competence and providing responsive services to the community.
- ✓ Familiarise yourself with agency information management systems and policies and procedures which will change from time to time.
- ✓ Complete and maintain documentation in accordance with organisational policies and procedures, and quality standards requirements and contribute to continuous improvement within the agency.

- ✓ Take responsibility for your own health and safety, and the health and safety of anyone else who may be affected by your acts or omissions in the workplace.
- ✓ Cooperate with management, the Work Health & Safety (WHS) Officer and WHS representatives with respect to action taken to comply with WHS requirements.
- ✓ Contribute to the WHS management system by the active identification and reporting of hazards and environmental risks.
- ✓ Understand the nature of risk and importance of risk management in an organisation.
- ✓ Have a genuine interest in working with Anglicare NT, and in the Northern Territory demonstrate a good organisational fit.
- ✓ Be solution focused, positive and have a capacity to respond effectively to challenges.
- ✓ Ability to drive, use a computer, Microsoft programs, mobile devices, undertake bending and lifting actions.

6.2 Inherent requirements specific to this position

- ✓ This position requires some driving in the Darwin and greater Darwin Area and may include travel to other regions for project work, conferences or networking events.

6.3 Qualifications

Degree in Communications, Marketing, Business or related discipline

6.4 Experience, Skills and Knowledge

- 6.4.1. Demonstrated highly developed communication skills, a clear and attractive writing style
- 6.4.2. Well developed engagement, teamwork and influencing skills ability to liaise effectively with managers and staff, a range of professionals, suppliers and clients.
- 6.4.3. Understanding and/or experience implementing Public Relations strategies.
- 6.4.4. Understanding and/or experience implementing marketing and brand awareness plans.
- 6.4.5. Knowledge and/or experience in the operations of community-based not for profit sector.
- 6.4.6. Highly developed time, project management and planning skills.
- 6.4.7. Ability to proactively generate materials and content that connects, and to enable media coverage of Anglicare NT's activities and purpose.
- 6.4.8. High level computer literacy, particularly in the Microsoft suite of programs and range of online tools, including content management systems and appropriate social media platforms.
- 6.4.9. Demonstrated understanding of design, branding, print production, on-line media development and social media.

6.5 Licenses, Certificates and Professional Registrations

- 6.5.1 Northern Territory Working with Children Clearance (Ochre Card)
- 6.5.2 National Police Criminal History Report (less than 3 months old) with acceptable outcome
- 6.5.3 First Aid Certificate or willingness to obtain within 3 months
- 6.5.4 Northern Territory Drivers Licence
- 6.5.5 Relevant professional registration and/or eligibility for membership (if relevant)
- 6.5.6 Willingness to undergo National Child Protection Check (if required by DCF)

7. ACKNOWLEDGEMENT OF AGREEMENT

After reading and discussing this document with Anglicare NT's delegate I agree that:

- 7.1 This Position Description and attachments are an accurate and fair description of the role.
- 7.2 I understand the expectations and inherent requirements of the position.
- 7.3 I acknowledge the nature of the position operating context within which I will work.

Incumbent signature: _____

Incumbent name: _____ Date: _____