

Job title: Transformation Communications Officer	
Classification: Band 6	Effective Date: 1 October 2023
Reports to: Coordinator Change Management	Tenure: Temporary Part Time – 0.6FTE until 30 June 2025

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous, and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values, we also ensure that everyone has a voice and that everyone matters.

Collaboration	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive, and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures, and training to achieve these commitments

Goal Statement

The position is responsible for the design and delivery of Transformation Program communications.

Key Responsibilities

Position Specific Responsibilities

- Create engaging content for the internal communications channels (intranet, email, virtual and physical events etc) and regularly evaluate the efficiency of the channels used, making continuous improvements.
- Ensures communication messaging and materials are high quality, accurate, appropriate, and integrated with group priorities and themes.
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- Plan and execute employee events and town halls
- Post event/communications initiatives analysis on employee engagement statistics including number of participants, responses to post event questionnaires, etc.
- Proactively maintaining positive relationships across the organisation, with specific focus on departments as agreed.
- Coordinate the production of internal and external Council communications.
- Ensure a consistent approach in all Council communications for which the position is responsible.
- Ensure the organisation is provided with timely strategic advice on communications matters relating to Transformation.
- Serve as the primary support role for internal communications strategy and content.
- Provide advice on internal communications to all parts of the organisation.
- Identify opportunities to use innovation to support internal communications.
- Production of the Transformation Steering Committee Agenda and Papers fortnightly.
- Other duties as required.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets, and equipment.

- Report any matters that may impact on the safety of Council employees or citizens, assets, and equipment.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: Nil

Judgement and Decision Making

- Assess requests for support and carry out appropriate actions to complete tasks efficiently and to the required standard.
- Investigate and solve problems including selecting most appropriate response and know when to transfer responsibility.
- Responsible for tasks relating to the design and production of Transformation Program communications for customers, employees, and key stakeholders.
- Accountable for the quality, quantity, and timeliness of their own work.

Specialist Knowledge and Skills

Certificates/Licences and Experience:

- Experience working in corporate communications or public relations.
- Great oral and written communications skills including superior writing, grammar, editing and proofreading skills.
- Excellent organisational and administrative skills with strong attention to detail.
- Highly motivated, persuasive, priority-driven and collaborative.
- Demonstrated ability to communicate effectively in small and large groups.
- Self-motivated and able to work independently with minimal supervision.
- Willingness to build relationships and collaborate across the organisation.
- Strong team player with the ability to work effectively with partners and staff at all levels.
- Highly proficient with Microsoft Office365 suite (Word, PowerPoint, Excel, Teams). Experience with PowerBi desirable.
- Working with Children Check.

Interpersonal Skills

- Excellent written, verbal communication and presentation skills.
- Ability to gain cooperation and assistance from members of the public, community groups and other Council staff, including excellent conflict resolution skills.
- Ability to handle varying workloads while operating effectively.
- Ability to work independently and within a team environment.

- High level of confidentiality required.
- Ability to discuss and resolve problems and/or make recommendations.

Key Relationships:

- Liaises closely with management & staff at all levels up to and including Chief Executive Officer and Executive Leadership Team.
- Required to maintain professional relationships across the organisation to achieve the objectives of the Transformation Division.
- Required to work closely with the Strategic Communications and Marketing teams to ensure alignment with broader comms strategy.
- Required to work closely with the Organisational Technology department to ensure alignment and consistency of internal communications.
- The position will liaise with external stakeholders during contract administration and customer enquiries.

Management Skills

- Excellent time management skills including setting and adjusting priorities despite conflicting demands.
- Planning and organising work to meet deadlines and specific objectives in the most efficient way possible.
- Ability to work under time pressure.

Key Selection Criteria

1. Experience working in a similar role (e.g., corporate communications or public relations).
2. Great oral and written communications skills including superior writing, grammar, editing and proofreading skills.
3. Proven ability to work under pressure and to deadlines.
4. Ability to gain cooperation and assistance from members of the public, community groups and other Council staff, including excellent conflict resolution skills.
5. Demonstrated experience working in a multi-disciplinary team with an ability to be flexible.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist to work at low levels.	NIL		
Hand/Arm Movement Tasks involve use of hand/arms	NIL		
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	NIL		
Standing Tasks involve standing in an upright position	NIL		
Reaching Tasks involve reaching above head, and above and equal to shoulder height	NIL		
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	NIL		
Lifting/Carrying Tasks involve raising, lowering, and moving objects from one level position to another	NIL		
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	NIL		
Keyboard Duties Tasks involve sitting at workstation and using computer.	No	Daily keyboard duties	
Satisfactory Vision Standard of vision required equal to that required for driver's license	NIL		