



## Communications Specialist

### Position Detail

<b>Reports To</b>	Head of Strategy Execution	<b>Group</b>	Strategy Execution/Communications
<b>Classification</b>	ASA7A	<b>Location</b>	Brisbane, Canberra, Melbourne or Sydney
<b>Reports – Direct Total</b>	0		

### Organisational Environment

Airservices is a government-owned organisation providing safe, secure, efficient, and environmentally responsible services to the aviation industry.

Each year we manage over four million aircraft movements carrying more than 156 million passengers and provide air navigation services across 11 per cent of the world's airspace.

Airservices has two major operating centres in Melbourne and Brisbane and a corporate office in Canberra. We operate 29 air traffic towers at international and regional airports and provide aviation rescue fire fighting services at 27 Australian airports.

We are committed to continuing to improve our business by providing our customers with services they value and embedding new ways of working and technology investments to further innovate and optimise.

### Primary Purpose of Position

As Communications Specialist you will work with Executive and Senior Leadership teams to manage all aspects and deliver on Transformation communications across all areas of the organisation.

Reporting to the Head of Strategy Execution you will utilise your expertise and coach leaders on the impact of transformation communications, supporting in the creation of Change Stories across the organisations and becoming a frontline change agent for the Transformation.

### Accountabilities and Responsibilities

#### Position Specific

- Prepares regular Transformation communications including weekly Strategy Execution office email, videos, web content, newsletters, etc. to the whole organization so all understand the plans and progress of the Transformation
- Advises leaders on the best forms of communication to reinforce the Transformation goals

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- Supports roadshows, town halls, site meetings and other communication for the Transformation Office
- Coordinates the development of the Change Stories that cascade from the CEO down to the front line
- Coaches leaders on the development and delivery of Change Stories
- Captures Change Stories for the intranet and internal social media
- Shares key messages on the front lines of the Transformation, provides feedback to others who do the same and reviews and provides input on all key messages related to the Transformation
- Promotes and supports key reward and recognition efforts across the organization
- Works closely with Workstream Leads to support communications as a tool of organizational health improvement

### People

- Maintain an effective working relationship with other Airservices staff to ensure there is effective coordination of all activities in support of organisational objectives

### Safety

- Demonstrate safety behaviours consistent with enterprise strategies

## Key Relationships

- Strategy execution office
- Change Managers
- Workstream Leads
- Initiative Owners
- Communications Team
- Executive, Senior and Frontline Leaders

## Skills, Competencies and Qualifications

- Proven project management experience in communications, including the ability to deliver under tight timelines
- High-performing individual with strong standing and good network within the organization
- Excellent communication (written and verbal) and coaching skills
- Deep understanding of practices in communication, including producing content for different channels (web, in-person, written, video, internal social media, etc.)

## Performance Standards and Behaviours

As a member of Airservices, you will consistently demonstrate performance standards and behaviours that meet our Code of Conduct. This includes:

- Treating everyone with dignity, respect, and courtesy
- Acting with honesty and integrity
- Acting ethically and with care and diligence
- Complying with all Airservices' policies and procedures, and applicable Australian laws

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- Disclosing and taking reasonable steps to avoid any actual, potential, or perceived conflict of interest
- Behaving in a way that upholds our vision, mission, and values, and promotes the good reputation of Airservices.