



## Internal Communication Advisor

### Position Detail

<b>Reports To</b>	Head of Internal Communications	<b>Group</b>	Air Navigation Services
<b>Classification</b>	ASA 7Awe	<b>Location</b>	Canberra or Melbourne
<b>Reports – Direct Total</b>	-		

### Organisational Environment

Airservices Australia ('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 26 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 **Internal Communication Advisor** you will work closely with the Head of Internal Communications to contribute to the design and delivery of the internal communications strategy and priorities to meet key organisation objectives and deliver business outcomes. In this role you will:

- Play a key part to evolve our enterprise messaging and channels to ensure an effective communication ecosystem, connect our people to Airservices' purpose, direction and priorities and underpin improving our employee experience
- Work closely with our senior leaders and diverse stakeholders across our equally diverse business groups to advise, develop and implement effective strategic communication strategies, plans and collateral that drive staff alignment and engagement.

### Accountabilities and Responsibilities

#### Position Specific

- Partner with key stakeholders across the enterprise and advise, design and deliver communication strategies to launch and successfully embed a range of priority projects and initiatives.
- Work with our business group leaders on their role in effective communication by providing actionable insights, thought partnership and coaching to achieve required objectives and build communication capability.
- Provide communication advice to senior stakeholders, line managers and project / working groups on day-to-day issues.
- Establish strong working relationships within the Internal and broader Communications team to ensure alignment of messaging and effective content coordination across our channels.

- Play a key role in our priority to evolve our messaging, enterprise and business group channels, including a suite of self-service tools that connect, engage and underpin a great employee experience.
- Write, produce and edit compelling targeted content and distribute communications materials – including through a network of communication administrators ('champions') to be identified and nurtured across our business locations.
- Engage or establish contemporary fit-for-purpose communication channels to effectively deliver and engage our diverse teams and stakeholder groups – including a large operational team with limited access to many existing channels.
- Develop and oversee sequenced, leader-led, top down/bottom up communication processes to ensure internal audiences are informed and engaged about business projects and initiatives.
- Ensure alignment and join dots for our people between all communication activity and Airservices' strategy, direction and priorities.
- Work especially closely People and Culture and leaders to support our commitment to culture change.

### Key Performance Indicators

#### Efficient, Effective and Accountable

- Staff are committed to Airservices, and promote and act in Airservices best interests, measured through our employee opinion survey.

#### People

- Build and maintain effective working relationships with key internal stakeholders to efficiently coordinate communication activities in support of organisational objectives.

#### Safety

- Demonstrate safety behaviours consistent with our values, policies and procedures.

### Key Relationships

- Internal Communication Manager and team
- Communication team
- CEO office / Executive team
- Senior Leaders and Managers across our business groups
- People and Culture team

### Skills, Competencies and Qualifications

With a minimum of five to seven years' experience in communication and engagement roles, you have demonstrated ability to:

- Provide advice, design and deliver communication and engagement strategies in support of the internal communication strategy / priorities to deliver business outcomes
- Provide advice and direction on effective communication strategies that inform and help employee buy-in, commitment and contribution business outcomes
- Engage and establish contemporary, engaging channels
- Quickly navigate and establish essential working relationships with key stakeholders as above
- Work at pace in a busy business environment and transformation agenda
- Manage and influence key relationships to achieve priority business outcomes
- Communicate persuasively, with authority and sensitivity to the diverse and often divergent views of key stakeholders.
- Maintain effective working relationships with key business stakeholders, including Airservices leaders to ensure there is effective coordination of activities in support of organisational objectives.

#### Skills

- Creativity and excellent writing skills across a full range of contemporary internal communication channels.
- Flair creating written content and creating and /or briefing in visual collateral across range of digital and print channels (video, posters, EDM etc).
- Ease and proficiency advising and contributing to internal social collaboration channels.
- Strong presentation skills.
- Ability to influence senior stakeholders as well as speak the language of diverse teams and people.
- Equally comfortable collaborating with communication team members as you are working autonomously with business stakeholders – bridging seamlessly and sensitively between central enterprise and business groups, project teams.

#### **Qualifications**

- Bachelor degree in communications (or related discipline) or significant communications and engagement experience.

### **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
- 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.