DIGITAL COMMUNICATIONS COORDINATOR

DEPARTMENT/UNIT The Australia-Indonesia Centre

FACULTY/DIVISION Global Engagement

CLASSIFICATION HEW Level 6

DESIGNATED CAMPUS OR LOCATION Caulfield campus

ORGANISATIONAL CONTEXT

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu.

The Portfolio of the Vice-Chancellor and President is responsible for: high level of coordination for, and management and advice to, the Vice-Chancellor, leadership in the management and delivery of key strategic and cross portfolio initiatives, University level governance, University wide marketing, communications and student recruitment activities, strategic communications, external relations and coordination of special events arranged on behalf of the Chancellor and the Vice-Chancellor, leadership in and development of relationships with a range of local and international stakeholders and partners, including alumni, benefactors, government, industry and strategic alliance affiliates.

The Australia-Indonesia Centre (AIC) has been established by the Australian Government as a centre of excellence. It is a multidisciplinary centre led by Monash University with a prestigious grouping of Australian higher education and research nodes. These are – The University of Melbourne, University of Queensland and University of Western Australia, Universitas Airlangga, Universitas Gadjah Mada, Universitas Hasanuddin, Universitas Indonesia, Institut Teknologi Sepuluh Nopember, IPB University and the Institut Teknologi Bandung.

POSITION PURPOSE

The Digital Communications Coordinator provides a range of high-level administrative services to support The Australia-Indonesia Centre’s communications and outreach strategies, programs and initiatives.

The Digital Communications Coordinator is responsible for crafting content to explain and inform of the value of the work done by the AIC, with a particular focus on clear writing about the relevance of findings from a range of cross-collaborative research projects.
This includes supporting the Communications and Outreach Team by planning and undertaking activities that fit the broader role to deliver a digital communications strategy, monitor engagement and build and maintain relationships with stakeholders. The Digital Communications Coordinator will be comfortable using a range of digital collaboration tools and understand how to maintain and manage relevant data.

It requires someone who can proactively liaise with researchers on their (usually) written work, develop clear language around complex ideas, and help shape academic material for consumption by policy officials and the public. The position requires an ability to generate ideas and key messages that suit different audiences and to work proactively with the communications team to develop content for output across a range of platforms.

The role requires working with colleagues based in Indonesia and the ability to speak the language would be an advantage.

The Digital Communications Coordinator operates with excellence in process and judgement to provide sound and timely advice and support to colleagues and other stakeholders.

**Reporting Line:** The position reports to the Lead, Communications and Outreach, for the Australia Indonesia Centre under broad direction and with a dotted line report to the Chief Operating Officer.

**Supervisory Responsibilities:** Not applicable

**Financial Delegation:** Not applicable

**Budgetary Responsibilities:** Not applicable

**KEY RESPONSIBILITIES**

1. Plan, implement and manage a range of complex tasks including interpreting academic reports into clear language that can be used in a range of printed, online and social media outputs, to agreed standards and timelines

2. Provide sound and timely specialist advice and communications support to other staff, customers and stakeholders in areas of service responsibility including major projects and initiatives

3. Actively participate in coordinating the development of both digital and print publication material and manage the output of contributors including researchers (both Indonesia and Australian) to generate content that is compelling and can be presented to policy officials and government leaders, and the general public

4. Contribute to the development of web content for major projects and initiatives and ensure content is kept up to date. Assist with the input and analysis of data, including ensuring effective security and distribution of data, records and reports

5. Contribute to and support a range of processes such as policy development, governance, management decision-making, change management, compliance, quality and performance reporting

6. Provide sound and timely specialist advice and support to other staff, clients and stakeholders in areas of administrative and service responsibility

7. Build and sustain effective working relationships with a network of colleagues, clients and other stakeholders to support and facilitate efficient service delivery

8. Other duties as directed from time to time
KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
   • A degree in a relevant field with subsequent relevant experience; or
   • extensive experience and specialist expertise or broad knowledge in technical or administrative fields; or
   • an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. Proven ability to write, edit and produce communications for a variety of traditional and emerging communication channels across print and digital media with experience in converting scientific/research findings and generating ideas for editorial content and coverage

3. Excellent administration skills and a demonstrated capacity to develop and implement effective operational processes and systems

4. Excellent organisational skills, including the ability to set priorities, manage time and plan work to meet deadlines

5. A strong commitment to delivering a high-quality engagement strategy with researchers and stakeholders that generates positive outcomes and a clear understanding of the AI C's work

6. Demonstrated ability to work as an effective member of a team as well as the ability to exercise high levels of independence, judgement and initiative

7. Highly-developed written and verbal communication skills, including the ability to interact with a diverse range of stakeholders and negotiate positive outcomes to complex issues

8. Highly developed computer literacy including experience in Adobe Acrobat, WordPress, video and audio editing systems. Experience in using digital newsletter tools and business software such as Microsoft Office and Google Suite

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.