

Communications Advisor - Change (Transformation Program)

Role data

Position no.	E12278	Work Area Profile	Transformation Program
Work Level Classification	Level 5 \$91,547 – \$104,277 plus superannuation	Directorate/Business Unit	Strategy & Policy, Transformation Program
Reports to (role)	National Manager, Business Transformation (Operational Readiness)	Location	Melbourne, Adelaide
No. direct reports	Nil	No. of indirect reports	Nil
Version date	December 2021	Tenure	Fixed Term 6 month – with possible extension

Work area

Ahpra's overall purpose is to protect the public by regulating health practitioners efficiently and effectively in the public interest to facilitate access to safer healthcare for all the community. You can find out more about us at www.ahpra.gov.au.

Ahpra's Transformation program will deliver new ways of working, enabled by technology to:

- make it easier for people to do their work
- make it easier for people to work and interact with us
- capture the data we need to improve our regulatory and business intelligence, and research capabilities, and
- 'future proof' Ahpra with new systems and tools.

Role purpose

You'll be part of our Transformation program here at Ahpra.

Reporting to the National Manager, Business Transformation (Operational Readiness), the Communications Advisor – Change (Transformation Program), will be part of the program's core change team working with people across Ahpra to support the successful delivery of the program and realisation of Ahpra's transformation benefits and relevant strategic objectives.

You will be working in a dynamic team, spread across multiple offices. By modelling Ahpra's values and applying best practice approaches to communication and engagement, you will also work closely with teams within the program and across Ahpra, including our innovative Communications team.

You are an experienced change communications professional, with a strong interest in helping people connect with and adapt to change. You're a communications allrounder with the ability to connect to the bigger picture, tailor messages and produce content and collateral at pace to meet a range of internal and external audiences. You understand complex information quickly and can translate it to simple plain language. Your communication skills are excellent. You are a high performer and driven to deliver outstanding service and understand that in a dynamic environment, teamwork, strong relationships, diplomacy and sound judgement helps deliver positive outcomes.

With a focus on building trust and engagement for a sustained period of change, you will work with people managers and their teams so they can connect with the vision for, and engagement with, the program.

As a member of the Change team you will help keep Ahpra's Transformation program's communications strategy and plan relevant and responsive and help build Ahpra's internal change and communications capability.

Key accountabilities

- Develop and implement tailored communication plans to support objectives, to internal and external audiences, as required as part the program's overarching change strategy and informed by the relevant impact assessments.
- Work closely with members of the Transformation team, delivery partners, and Ahpra's Communication team to deliver a connected and consistent approach to program-related communications.
- Listen to others and learn from experienced team members and work colleagues.
- Prepare communications collateral (e.g. briefing packs, newsletters, leadership updates), proof reading, and plain language edits of existing content/collateral as required.
- Define and integrate relevant data sources and metrics into communications activities and reporting to inform effectiveness of what we do so we can continue to improve.
- Support the provision of advice and reports, informed by the perspectives of stakeholder and evidence, to the program leadership team, relevant governance and project groups on change related activity including real and emerging risks and issues and appropriate mitigation strategies.
- Work with all relevant Ahpra function leads and people managers to support them, and equip them with the right information and advice, so they can communicate about the program with clarity and confidence.
- Other duties as directed by the National Manager, Business Transformation (Operational Readiness).
- Health Safety and Wellbeing: Ensuring the workplace provides a safe working environment with the required level of care and respect for its participants. This means to:
 - Take reasonable care for own and others' health, safety and wellbeing
 - Adhere to Ahpra's workplace health, safety and wellbeing policies and procedures

Capabilities for the role

The Ahpra [Capability Framework](#) applies to all Ahpra employees. Below is the complete list of capabilities and proficiency level required for this position.

Values	Capabilities	Proficiency level
Service	Commits to customer service	Intermediate
	Displays leadership	Intermediate
	Generates and delivers the strategic vision	Intermediate
	Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Foundation
Collaboration	Builds constructive working relationships	Advanced
	Communicates effectively	Advanced
Achievement	Demonstrates accountability in delivering results	Advanced
	Uses information and technology systems	Intermediate
	Displays personal drive and integrity	Advanced

Qualifications/Experience	Required
Qualifications	<ul style="list-style-type: none"> Tertiary qualification in communications or related discipline.
Experience	<ul style="list-style-type: none"> At least three years' experience in communications, ideally in a change context in a complex organisation. Experience working with people from all levels of an organisation and in a complex Strong track record of providing excellent change related communications and implementing these across a range of internal and external facing channels. Proven ability to effectively communicate both verbally and in writing with an emphasis on detail and accuracy, while taking account of stakeholder views. Strong track record in providing general communications advice and services, including translating complex information to plain English messaging. Experienced in working in a complex stakeholder and high-pressure environment demonstrating positivity, responsiveness, and flexibility.

	<ul style="list-style-type: none"> • An outstanding track record in providing excellence in customer service. • Demonstrated excellence as a team player.
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Key relationships

Internal Relationships	External Relationships (as relevant)
Ahpra's transformation program team	Program vendors
Ahpra's communication team	
Ahpra managers and their teams across our directorates	
Relevant directorate change leads/ liaisons	
Executive Officers	