Internal Engagement Officer

Position Summary

The Internal Engagement Officer is embedded in UNSW Canberra and is a fixed term position. The position will support the delivery of internal engagement activities in a manner that most effectively supports the needs of the UNSW Canberra leadership team.

In consultation with the External Engagement Manager, the Internal Engagement Officer position contributes to the UNSW Canberra's internal engagement activities with a focus on internal stakeholder engagement and staff communication.

As a member of the External Engagement Team the Internal Engagement Officer will support the External Engagement Manager in driving initiatives and will establish and maintain productive working relationships with Faculty and University colleagues, students and our external communities.

The role of Internal Engagement Officer reports to the External Engagement Manager and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

At Level 6

- Develop and drive best practice processes for the effective delivery of important staff notices.
- Working closely with the Rector's Office, prepare key messages for staff communication, including key Executive notes and announcements
- Provide guidance and advice on Internal Engagement Principles and Planning to support Faculty Service Units
- Act as a key point of contact for the faculty internal engagement portfolio and respond or action accordingly. This includes updating the UNSW Canberra Intranet hosted on SharePoint.
• Initiate and contribute new ideas for internal engagement, including events, process and communications. This will include developing innovative content for UNSW Canberra, ensuring information is current and relevant, and in line with faculty and University policy.

• Measure the effectiveness of engagement and communication related activities and provide regular analysis and reporting of activities to the External Engagement Manager.

• Liaise with appropriate stakeholders and contribute to the development, delivery and evaluation of relevant faculty and central led projects and initiatives.

• Develop and maintain strong relationships with key faculty and UNSW Sydney stakeholders and represent the faculty and University at external events and committees as required.

• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct

• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

**At Level 7**
In addition to level 6 above:

• Provide high level advice on internal engagement activities for UNSW Canberra, including playing a leading role in the development, implementation, evaluation, and enhancement of the internal engagement functions.

• Provide leadership, guidance, mentoring support and as required supervision to staff within the External Engagement Team.

• Drive the improvement of processes and procedures within the External Engagement Team

**Skills and Experience**

**At Level 6**

• A relevant qualification or an equivalent level of knowledge gained through any other combination of education, training and experience.

• The ability to communicate clearly effectively in various modes to persons at all levels with influence whilst being able to analyse, negotiate and resolve complex and sensitive issues efficiently and effectively.

• Demonstrated experience in successfully developing new initiatives and implementing new processes and procedures inclusive of database maintenance, data gathering, analysis and reporting to increase outreach and engagement with key audiences
• Demonstrated ability to manage moderately complex tasks/projects with strong attention to detail and a high level of accuracy whilst maintaining a sound ability to manage multiple competing priorities and deadlines.

• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.

• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

At Level 7

• Extensive knowledge in external engagement with the ability to autonomously support team projects, use initiative, determine touchpoints and proven record of delivering projects within agreed timeframes.

• Superior time management skills, with a demonstrated ability to respond to changing priorities, manage multiple tasks and meet competing deadlines both individually and within a team.

Progression criteria

Progression to a higher level within a broadbanded position is not automatic and requires support of the supervisor and approval by Senior Management.

The following is required before progression can be approved:

• The incumbent will be expected to have reached the top step of Level 6 prior to progression to Level 7; and

• The incumbent will be expected to have been at the top step of Level 6 for 12 months prior to progression to Level 7;

• Criteria for progression to Level 7 will be based on satisfactory performance of all responsibilities and behaviours at Level 6, and a demonstrated capacity and ability to take on the responsibilities and the behaviours of the position at Level 7; and

• Work at Level 7 is available and required by the work unit on an ongoing basis.

Pre-Employment checks required for this position

• Criminal History Check

• Identification Check

• Australian Work Rights Check

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.