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| **TITLE** | Communications Coordinator |
| **BUSINESS GROUP** | Digital & Information Group |
| **REPORTS TO** | Communications Lead |
| **GRADE** | Grade 3 |
| **ORGANISATION CONTEXT** | |
| At ReturnToWorkSA, our purpose is to empower and support South Australians impacted by work injury. Our services and those delivered by our claims agents are designed to provide early intervention support to workers and employers following a work injury to ensure the worker can recover and return to work as quickly as possible. We manage the collection of premium payments from registered employers and our invested funds to ensure we maintain a viable financial position that enables the delivery of quality support and services to injured workers. In addition, we are the regulator of the Return to Work Scheme and play the key role of protecting the integrity and fairness of the Scheme by monitoring and enforcing compliance with the Act and providing education and support about the health benefits of work. | |
| **OUR VALUES** | |
| We are passionate about empowering and supporting South Australians impacted by work injury and are values driven in our actions. We are looking for team members who genuinely align with our values of: **We** care about people and sustainability, **We** are inclusive and innovative, **We** listen to understand and **We** own our actions. | |
| **PRIMARY OBJECTIVE** | |
| To support the Communications Lead – Digital & Information to draft and deliver tailored communication and engagement content, materials and insights that support the adoption and uptake of new technology and digital projects. | |
| **KEY ACCOUNTABILITIES** | |
| **Key accountabilities** | **Activities and outcomes sought** |
| **As a Team Member at ReturntoWorkSA** | As a team member you will:   * Contribute to a team culture of care, professional excellence and accountability with a willingness to focus on achieving excellent customer outcomes. * Collaborate across the team to identify process improvement initiatives and efficiencies. * Constantly look to leverage team members strengths * In all interactions, be a genuine ambassador of our values. |
| **Communications Support and Coordination** | * Develop project-based communications materials in line with the overarching communications and engagement strategy and specified communications and engagement plans * Create engaging and innovative content for a variety of platforms and audiences * Collaborate with cross-functional teams to support consistent messaging and branding across all channels and projects * Monitor and report on the effectiveness of communication plans, providing insights for continuous improvement * Assist with developing project-based communications and engagement plans in line with the broader Change and Communication team’s vision * Work closely with the Communications Lead and Change Team to support all project communication requirements * Contribute creative ideas and solutions to enhance communication effectiveness and engagement * Handle administrative tasks as needed to support the smooth operation of project communications |
| **KNOWLEDGE AND EXPERIENCE** | **Demonstrated by** |
| **Knowledge and Experience** | * Certificate in Marketing and Communication or relevant experience * A strong understanding of digital technologies, trends, and tools is important to effectively communicate the benefits and implications of digital transformation. * Basic understanding of project management and how it works with the Marketing & Communication team is beneficial for coordinating communication efforts across multiple initiatives. * Familiarity with change management principles and methodologies is valuable for guiding employees through the transformation process. |
| **COMPETENCIES** | **Demonstrated by** |
| Displays personal leadership | The ability to act with integrity and courage, build trust and engage others on the delivery of team objectives. |
| Apply professional judgement | Draw on principles, experience, data, and others’ views to make well-informed decisions in the best interests of the organisation and its customers and stakeholders. |
| Deliver great service | Work from a customer perspective to deliver a positive customer experience; focusing on customers’ needs to drive the solution. |
| Build effective relationships | Responsibility for interacting with others in the workplace to achieve team goals, encourage diversity and respect the unique contribution of each individual. |
| Understand the business | Possess and use expertise and knowledge of the organisation, environment, insurance and regulation markets and customers to identify opportunities, risks and returns. |

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| **KEY COMMUNICATIONS** |
| ***Internal***   * **Marketing and Communications Team, Change Team, DTP and wider D&IG business group** |
| ***External***   * **Implementation partners and vendors** |

