



COMMUNICATIONS OFFICER

DEPARTMENT/UNIT	Monash Sustainable Development Institute
FACULTY/DIVISION	Office of the Provost and Senior Vice-President
CLASSIFICATION	HEW Level 6
DESIGNATED CAMPUS OR LOCATION	Clayton 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 **Provost & Senior Vice-President** is the Chief Academic Officer of the University and is responsible for: setting the university's academic strategy and priorities with view to improving the education and research performance of the university; oversight of faculties, academic related portfolios and university-wide centres and institutes oversight of academic staffing including recruitment, development, reward and recognition, policies and procedures; strategic leadership for the delivery of academic programs; identifying and cultivating interdisciplinary areas of excellence and collaboration.

As a leading interdisciplinary research and education institute, **Monash Sustainable Development Institute** (MSDI) is advancing the wellbeing of people and planet, for current and future generations. Monash University has a wealth of sustainable development expertise across its ten faculties. MSDI engages across Monash to bring together applied and transdisciplinary researchers, practitioners and students to advance systems transformation for sustainable development; and provides a platform to create change through deep collaboration, working in close partnership with government, industry and communities to amplify our impact. MSDI is also host to the Sustainable Development Solutions Network (SDSN) Australia, New Zealand and Pacific Regional Centre. We offer forward-thinking study programs and courses that enable people and organisations to engage with and respond to some of the biggest environmental, economic and social issues facing our world today. For more information, please visit www.monash.edu/msdi

MSDI is leading a 5 year transdisciplinary action-research program that will partner with bushfire-affected communities to develop and implement a community-led model for strengthening bushfire resilience and disrupting structural disadvantage. The program brings together researchers from social sciences, business, medicine and urban design disciplines, as well as practice-based social impact practitioners, across Australia. The program team will work closely with local communities for the program design and delivery, and will also partner with institutional stakeholders to increase adoption of program insights and outputs and drive widespread change.

POSITION PURPOSE

The **Communications Officer** is responsible for a broad range of communication and administrative activities to ensure information is effectively and efficiently provided to both divisional staff and our customers. This includes executing communication plans for projects and initiatives, identifying customers and their communication needs, and how to best engage internal audiences.

The Communications Officer will work in collaboration with other members of the MSDI and Monash marketing team to ensure integration of all marketing and communications activities and that overall consistency exists in corporate messages.

The Communications Officer operates with excellence in process and judgement to provide innovative sound and timely advice and support to customers, staff and other stakeholders.

Reporting Line: The position reports to the Program Director under general supervision

Supervisory Responsibilities: Not applicable

Financial Delegation: Not Applicable

Budgetary Responsibilities: Not Applicable

KEY RESPONSIBILITIES

1. Research and write content for a range of internal publications (digital and print) including newsletters, global emails, websites, blogs and brochures and reports, as well as partner and corporate communications content
2. Develop, write and coordinate external communications content (digital and print) including web, newsletter and various other digital communications channels, press releases and corporate collateral
3. Co-ordinate with the communications staff of partner organisations on communications-related products, messaging and strategy implementation
4. Work with other members of the MSDI and Monash marketing team to ensure integration of all marketing and communications activities and that overall consistency exists in corporate messages
5. Coordinate the dissemination of program news content briefs and collateral across the program partners and MSDI teams to ensure cross-promotion of media and communications content
6. Identify opportunities for continual improvement and contribute ideas, creative solutions and expertise through team or program-based meetings
7. Build and sustain effective working relationships with a network of colleagues, customers and other stakeholders to support and facilitate efficient service delivery
8. Monitor and report on project execution and effectiveness of communications to the Program Director
9. 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. Exceptional ability to write, edit and produce communications for a variety of traditional and emerging communication channels across print and digital media with experience in developing and implementing effective communication activities and processes, including the generation of ideas for editorial content and coverage
3. Demonstrated experience and success in coordinating the editorial process of communications collateral (both printed and online), and ability to write in different styles to tailor messages for different audiences.
4. Excellent administration skills and a demonstrated capacity to develop and implement effective operational processes and systems
5. Excellent organisational skills and demonstrated ability to manage competing demands, including the ability to set priorities, manage time and plan work to meet deadlines while maintaining a high degree of accuracy and attention to detail
6. A strong commitment to delivering a high-quality customer-centric experience striving to exceed expectations and ensuring delivery on commitments in order to build trust such as prompt issues resolution and adherence to privacy, confidentiality and compliance requirements
7. Demonstrated ability to work as an effective member of a team and to demonstrate value in working with others, sharing information and making collective decisions
8. Highly-developed written and verbal communication skills, including the ability to interact with a diverse range of stakeholders, including professional and academic staff, and proven ability to convey complex information and discuss communications and visual design solutions in a professional and inclusive manner
9. Highly developed computer literacy, including experience using business software such as Microsoft Office

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.