

SENIOR ADVISOR, COMMUNICATIONS, REIMAGINING ARTS CENTRE MELBOURNE

Position Description

The Pillar

The Customer Experience Pillar ensures that Arts Centre Melbourne places the customer first by creating and delivering experiences of unique value. The team is accountable for delivering an integrated end-to-end customer journey that provides a remarkable experience each and every time. We deliver success in our customer-focused business functions of Front of House, Ticketing, Marketing, Food & Beverage, Communications, Car Park, Retail and Guided Tours. We are the largest team in the organisation with more than 450 people.

Communications team

The Communications team is responsible for external and internal communications, narrative and storytelling, strategic and campaign-based media, brand integrity, leadership positioning, reputation and issues management, change communications, internal culture, publications and stakeholder engagement. It builds and communicates a compelling narrative around Arts Centre Melbourne's purpose, impact and value to the people of Victoria, the creative industries, and in generating advocacy and engagement for the Reimagining Arts Centre Melbourne (RACM) project, central to the Victorian Government's Melbourne Arts Precinct Transformation (MAPT). The team is also business transformation communications and bringing the mission and purpose of the organisation to life, internally through activation of the culture statement, The Role You Play, and externally through powerful and compelling storytelling.

Type	Full-time ongoing
Reports to	Director, Communications
Direct Reports	TBC
Salary/Hourly Rate	ACM Enterprise Agreement 2018 Band Full Time 4.1
Key Relationships	<i>Internal:</i> All teams across Arts Centre Melbourne, but primarily the Philanthropy and RACM teams. <i>External:</i> Peer equivalents across the sector including Arts Centre Melbourne Resident Companies, peers within MAPCO, Creative Victoria and Development Victoria, and organisations supporting the delivery of the Melbourne Arts Precinct Transformation and Reimagining Arts Centre Melbourne.
Delegation	Financial and people delegations as per current policy.
Location	Arts Centre Melbourne premises (subject to potential relocation as part of the Reimagining Arts Centre Melbourne project)
Other	SGA Employee under the ACM Enterprise Agreement 2018 Satisfactory completion of a National Police Check required You will hold valid working rights in Australia (subject to verification)
Last Reviewed	January 2022

KEY CRITERIA

Your capabilities

- **Change Agility** – you work well in an environment characterised by high levels of change: adapting, learning and applying skills quickly.
- **Sustainable Creative Practice** – you create and choose from a number of strategic options and make decisions to deliver the most impactful strategic outcome.
- **Collaboration** – you work with others to achieve outcomes – involving the right skill, perspectives, abilities and expertise.
- **Accountability** – you achieve required goals and outcomes both personally and for the organisation.
- **Coaching** – you continuously develop yourself and others.
- **Being Inclusive** – you act in a way that is inclusive and provides an environment of access and equity.

Your qualifications and experience

- A tertiary qualification in communications and demonstrated 5+ years' experience in internal and external communications and engagement, culture change and communications in support of major business disruption and transition, preferably in the creative industries/cultural sector.

Your skills and attributes

- Proven experience with developing and implementing communications strategies for major and complex projects and issues, whether internal or external.
- Proven capability and experience in creative communications outputs, brand storytelling and content creation, for a diversity of channels.
- Experience in engaging communities of interest (within the organisation and externally) to build an informed cohort of advocates and supporters.
- Outstanding writing skills, with creativity, flair and nuance – able to connect with any audience.
- Outstanding content creation skills, including graphic design, to manage existing storytelling outputs and generate new ones.
- Experience in using communications and stakeholder engagement to support internal culture change business transition, wellbeing and team connectedness.
- Experience managing and cultivating internal and external strategic relationships.
- Able to represent the organisation and act as a spokesperson as required. A high level of operating autonomy is required, and the ability to take tactical decisions within the scope of the assignment.

In the role you will

Together with your Communications team mates, you will play a shared role in:

- Ensuring Arts Centre Melbourne has a compelling narrative that speaks to its mission, purpose, values and principles.
- Ensuring the Arts Centre Melbourne team is fully informed of the complex elements of the Reimagining Arts Centre Melbourne (RACM) and Melbourne Arts Precinct Transformation (MAPT) projects, and the impacts of both projects on the built and operational environments.
- Delivering on our corporate and strategic business plans, and business transition driven by the RACM and Transforming Arts Centre Melbourne (TACM) projects.
- Contributing to a high-performing, energised, and creative team of Communications professionals, who can contribute to project or team success with speed, flexibility and passion.
- Developing and delivering compelling communications that are consistent, of outstanding quality, and that connect with a diversity of communities of interest.
- Enhancing the experience of our stakeholders, by fostering a culture of advocacy, collaboration and support through effective, strategic engagement and events.
- Building our brand storytelling capability, increasing awareness, understanding and sentiment.
- Activating our culture statement *The Role You Play*, cultivating an engaged and connected team.

Your key Accountabilities:

- Leverage strategic relationships across the business to: develop and share high-level communications; build understanding of organisational objectives; and generate advocacy for RACM and MAPT projects.
- Be the lead conduit between construction and RACM project teams, translating complex disruption and construction information into clear and effective communications for internal and external audiences.
- Lead the creation and curation of storytelling content that will engage and motivate Arts Centre Melbourne's friends, supporters, audiences and collaborators, while helping them to understand the core objectives and benefits of the RACM and MAPT projects.
- Lead communication and engagement support, driven by RACM/MAPT stakeholder engagement strategies to build a network of advocates and strategic alliances across artists, industry and civic leaders in support of RACM objectives while mitigating reputational risk.
- Proactively identify and responding to specific project-related stakeholder issues and develop appropriate response strategies in consultation with RACM project team and Communications Director to effectively resolve and address key issues and divergent views.
- Prepare accurate, concise, timely and relevant reports, briefings, presentations and other documentation.
- Represent the RACM project team at meetings, high-level steering committees/working groups and other key stakeholder committees as required

Decision making:

- Under the guidance and support of the Communications Director, exercise a high level of autonomy and make tactical decisions within the scope of the assignment, under pressure and in order to achieve accountabilities.
- Under broad direction of the Communications Director, contribute to the development and management of strategies to increase brand awareness, which supports external advocacy of Arts Centre Melbourne at a local, national and international level.

Systems:

- Adobe Creative Suite. Photoshop and InDesign (desirable). Use internal database Tessitura, internal communications channels including Team Facebook Group, Centre Stage (intranet).

Working environment/physical requirements:

- Office-based presence, or remotely as required and agreed with the Associate Director, Communications.
- Be required to undertake the tasks and requirements detailed in the relevant job task analysis.
- Undertake general office work with a strong emphasis on the use of relationship building across the organisation.
- Be required to be on site/attend events outside work hours on regular basis.
- Work hours in accordance with your employment type and the ACM Enterprise Agreement 2018.

You demonstrate our values

- **Leadership** – courage and conviction.
- **Creativity** – a boundless imagination.
- **Care More** – a place for everybody.
- **Community** – working together.
- **Equity** – fairness and justice.