



## Engagement and Project Communications Coordinator

### Position Detail

<b>Reports To</b>	Head of Project Communications	<b>Group</b>	Chief Communications Officer
<b>Classification</b>	ASA 5	<b>Location</b>	Brisbane, Canberra, Melbourne
<b>Reports – Direct Total</b>	None		

### Organisational Environment

Airservices is a government owned organisation providing safe, secure, efficient and environmentally responsible services to the aviation industry.

Each year we manage over four million aircraft movements carrying more than 156 million passengers and provide air navigation services across 11 per cent of the world's airspace.

Airservices has two major operating centres in Melbourne and Brisbane and a corporate office in Canberra. We operate 29 air traffic towers at international and regional airports and provide aviation rescue fire fighting services at 26 Australian airports.

We are committed to continuing to improve our business by providing our customers with services they value and embedding new ways of working and technology investments to further innovate and optimise.

### Primary Purpose of Position

As the Engagement and Project Communications Coordinator, you will be responsible for supporting strategic change communication and engagement plans and collateral for major programs/initiatives that will impact the aviation industry. We are seeking a passionate change communications professional, highly efficient and skilled in the art of communication and stakeholder engagement.

### Accountabilities and Responsibilities

#### Position Specific

- Development of communication messaging, tools and collateral to engage and positively influence employees and external stakeholders.
- Build and maintain effective relationships with key stakeholders to enable collaboration and information flow
- Provide professional expertise to develop and deliver communication and engagement plans for new and existing projects and initiatives across the company
- Ensure communications are concise, timely and engaging and consistent across a range of mediums and audiences

- Work across project and program teams to ensure stakeholder engagement activities are maintained, captured, analysed and provide inputs into centralised stakeholder engagement and calendars.
- Measure and identify the impact of ongoing engagement through feedback and evaluation
- Manage the corporate wide stakeholder engagement calendar and content calendar
- Liaise across a number of key stakeholders and cross functional teams.
- Create and execute consultation programs to consult with internal and external stakeholders.
- Contributes to change management plans and activities in support of change.

### **People**

- Maintain an effective working relationship with other Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives
- Team focused, with genuine passion for engagement and communications

### **Safety**

- Demonstrate safety behaviours consistent with enterprise strategies

## **Key Performance Indicators**

- Efficient, Effective and Accountable
- Presenting & communicating information
- Persuading and influencing
- Writing and reporting
- Coping with pressures & setbacks
- Creating and innovating
- Planning & Organising

### **Safety**

- Compliance with safety, risk, environmental and any other standards

## **Key Relationships**

- Chief Communications Officer
- Communications team
- Airservices Executive
- Government Affairs
- Program Management Teams
- Operational Line Areas

## **Skills, Competencies and Qualifications**

- 3-5 years proven experience in change communications roles, preferably gained working in large, complex organisations
- Experience in developing and implementing strategic communications and stakeholder engagement plans
- Proven ability to use multiple technologies and channels including PowerPoint, SharePoint, Canva, Microsoft Teams, Publisher etc. to construct and deliver creative, compelling on-brand communications material and presentations
- Develop engagement and communications plans that are tailored to specific initiatives and designed to deliver optimum engagement across a diverse group of stakeholders

- Excellent communication skills, particularly competent in translating complex technical jargon into plain English
- Demonstrated capability in building trusted and respected relationships with stakeholders, including senior executives.
- Ability to work productively in a high-pressure environment, balancing multiple demands
- Creative 'out of the box' thinker with a positive outlook
- Sets clearly defined objectives, plans activities and projects well in advance, taking account of possible changing circumstance to deliver against deadlines and milestones
- Writes clearly, convincingly and in an engaging and manner, avoiding unnecessary use of jargon or complicated language to meet the needs and understanding of the intended audience
- Approaches work in a passionate and professional manner, a champion of change, adaptable and approachable

## Performance Standards and Behaviours

As a member of Airservices, you will consistently demonstrate performance standards and behaviours that meet our Code of Conduct. This includes:

- Treating everyone with dignity, respect and courtesy
- Acting with honesty and integrity
- Acting ethically and with care and diligence
- Complying with all Airservices' policies and procedures, and applicable Australian laws
- Disclosing and taking reasonable steps to avoid any actual, potential or perceived conflict of interest
- Behaving in a way that upholds our vision, mission and values, and promotes the good reputation of Airservices.