

**Change Communications Coordinator**

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| **Position Detail** |  |  |  |
| **Reports To** | Change Communications Coordinator | **Group** | Chief Communications Officer |
| **Classification** | ASA 5 | **Location** | Flexible |
| **Reports – Direct Total** | None |  |  |

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| **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.

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| **Primary Purpose of Position** |

As a **Change Communications Coordinator**, you will be responsible for supporting strategic communication and engagement plans and collateral for major programs/initiatives that will impact our people. This role will work collaboratively with all parts of the business to provide communications, stakeholder and change advice and support to a range of internal stakeholders.

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| **Accountabilities and Responsibilities** |

**Position Specific**

* Develop and execute effective communication strategies and activities on new and existing projects and initiatives across the company.
* Development of communication messaging, tools and collateral to engage and positively influence employees and external stakeholders.
* Develop effective relationships with key stakeholders and be seen as a trusted advisor on the direction of engagement activities.
* Liaise across a number of different business groups and cross-functional teams.
* Create and execute consultation programs to consult with internal and external stakeholders.
* Contribute 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

**Safety**

* Demonstrate safety behaviours consistent with enterprise strategies

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| **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

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| **Key Relationships** |

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

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| **Skills, Competencies and Qualifications** |

* 3-5 years proven experience in communications roles, preferably gained working in large, complex organisations.
* Experience in developing and implementing strategic communications and stakeholder engagement plans.
* High level presentation and communication skills
* Demonstrated capability in building trusted and respected relationships with stakeholders, including senior executives.
* Works productively in a high pressure environment, balancing multiple demands
* Maintains a positive outlook at work
* 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

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| **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.