

## Position Description

<b>Position Title</b>	Corporate Communications Officer
<b>Department:</b>	Strategic Communications
<b>Reports to:</b>	General Manager – Strategic Communications

## Purpose of the Position

To provide specialist expertise within the Communications function and more broadly across Housing Choices Australia as appropriate.

The Corporate Communications Officer is responsible for executing the internal and external communication plans in line with Housing Choices Australia’s business strategy.

This will be achieved by advising and partnering with divisions in our organisation to bring to life the ways we are delivering on our future strategy and vision, through stories and engaging content. And, at using technical expertise to uplift communications channels to reflect culture and best practice.

## Cultural Alignment

Personal alignment with Housing Choices Australia’s values is an important part of working with us.

- **We put people first**
- **We value difference and work together**
- **We trust and are trusted**
- **We learn and adapt**
- **We strive to be better**

## Specific Responsibilities

- Actively contribute to creating a high performing and collaborative team
- Develop solutions and deliver outcomes that reflect HCA’s values, priorities, policies
- Contribute to the development and implementation of best practice in corporate communications
- Develop effective internal relationships and collaborations to progress HCA’s strategic agenda and outcomes for residents.
- Support communications efforts from a range departments and teams across the HCA group of companies
- Initiate processes and procedures that enhance information sharing and connectivity internally
- Act as project lead for the redevelopment of the HCA Group Intranet (hosted on Sharepoint) generate and curate multi-platform content
- Support and facilitate website design and development
- Work with stakeholders to deliver best practice, impactful presentation documents including presentations, tenders and strategic documents
- Media monitoring management and curation of daily news mail to staff
- Manage and regularly update key stakeholders and media databases
- Audit and maintain Key brand guidelines and applications across the group
- Production of internal communications, including staff and resident newsletters
- Writing and project management of the Annual Report, and other corporate publications. .
- Assist in development and distribution of resident surveys

- Event management – virtual and location based
- Identifying sector networking opportunities and leading awards submissions.

## You are part of something bigger

We are a diverse, dedicated and collaborative group of people who are strongly committed to making a difference in the community. You will play an integral role in helping us achieve our mission and vision. We provide an inclusive, genuinely positive and connected workplace and everyone working at Housing Choices Australia is expected to:

- Live our values everyday
- Work collaboratively to identify opportunities to deliver improved resident outcomes
- Always provide courteous and professional service
- Contribute ideas, energy and effort into achieving our strategic aspirations
- Establish and maintain excellent working relationships across our organisation
- Participate in ongoing learning opportunities including professional guidance, peer learning, formal learning, digital learning, knowledge sharing and feedback on performance
- Comply with all organisational policies and procedures, legislation and agreements, including gender equality and respect and occupational health and safety  
Contribute to the development and review of policies and procedures relevant to the role
- Comply with reasonable reporting and accountability requirements of the organisation and all mandatory reporting obligations to third parties and independent bodies, including but not limited to child abuse reporting and public officer reporting under the Independent Commissioner Against Corruption (ICAC) Act 2012.

## Key Relationships

- Executive Management Team, State Teams, Corporate Services as key internal customers.
- Organisational partners (including Government and service providers) as collaborative partners.
- External relationships with Residents.

## Selection Attributes

### Knowledge and Qualifications

- Minimum 5 years' experience in a similar role
- Relevant tertiary qualification in marketing, communications, journalism or similar
- Capacity to support change and innovation and deliver creative and leading practice solutions

### Experience

- Proven experience and successful track record in a comparable role or discipline(s) in the public/community, private housing sector or transferable sector
- Demonstratable communications project management experience in an environment with a diversity of stakeholders.
- Intranet content management and development exposure
- Familiarity working within the Microsoft Office 365, Sharepoint and Microsoft Teams
- Proven ability to use and maximise the output of a variety of marketing and communications platforms and tools
- Proven experience using content management systems and a strong understanding of web design and UX best practice
- Event management experience will be highly regarded.

### Skills

- Strong news sense and active interest in social justice

- Ability to work autonomously and independently
- Highly proficient in document creation and management using the Microsoft office suite of tools and programs
- Strong attention to detail
- Excellent writing capability with a proven track record across a range of corporate communications materials with journalism experience highly regarded.
- Excellent interpersonal communication skills
- Excellent written and verbal communications skills
- Demonstrated experience working with online publishing tools and experience working in print or online media/ social media
- Well-developed conceptual, analytical and problem solving skills
- Ability to manage conflicting priorities and high work volumes without affecting quality of service delivery.

**Other Requirements**

- Willingness to undertake all relevant screening and employment checks as applicable for the position and/or as required by HCA
- Sensitivity to and understanding of issues affecting socially disadvantaged groups including people enduring housing stress, people with disability and people from a non-English speaking background
- Current driver's license and willingness to travel across HCA sites and interstate as required.

I acknowledge that this position description outlines the core role requirements and workplace expectations. I understand its intention is to support a focus on key outputs and that flexibility is required in a dynamic, complex and changing environment.

**Job Holder** \_\_\_\_\_

**Date** \_\_\_\_\_