# **CLCs Australia - Communications Manager - Job Description**

**The role**

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| **Position Title**  | Communications Manager  |
| **Location**  | A mix of office and home working in line with CLCs Australia’s COVID19 safe working practices. Office location: Level 10, 307 Pitt Street, Sydney |
| **Classification** | Role is classified as level 5 to level 6 of the Social, Community, Home Care and Disability Services Industry Award 2010 (the Award). |
| **Overview of the role** | Responsible for the delivery of internal and external communications across CLCs Australia. |
| **Reports to** | COO  |
| **Supervises** | May supervise up to three other CLCs Australia staff or volunteers. |

**Responsibilities**

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| **Key Deliverables** | * Deliver the Communications Program, in collaboration with colleagues and in line with CLCs Australia’s priorities. This may include:
	+ Campaigns and advocacy communications
	+ Publications and communications production
	+ Management of online, digital, social channels
	+ Media relations
	+ Internal communications
	+ Communications strategy and monitoring
	+ Analytics and reporting
	+ Crisis or responsive communications
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| **Stakeholder Engagement** | * Engage with internal, sector and external stakeholders to ensure strong communications from and with CLCs Australia - this includes Centres, National Networks, State and Territory peaks and other key stakeholders
* As delegated, represent CLCs Australia to external and sector stakeholders.
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| **Systems and procedures** | * Ensure continuous improvement of communications systems and compliance to organisational procedures
* Contribute to organisational wide strategy, systems and procedures.
* Manage vendors and contracts related to communication.
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| **Projects** | * Coordinate and contribute communications content, strategic advice and analysis to cross organisational and project teams as assigned.
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| **Other**  | * Contribute to and work in a way that is consistent with CLCs Australia organisational culture, aligned with our Values, Strategic Plan, Reconciliation Action Plan and other organisational plans, policies and procedures.
* Work to maintain and improve CLCs Australia culture
* Contribute to the continuous improvement and business continuity of CLCs Australia.
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**Selection Criteria**

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| **Skills and experience** | * Tertiary qualification in a field related to journalism, media, communications, public relations or politics, or comparable experience (5 years’ experience in a similar role)
* Excellent oral and written communication skills with the ability to prepare high-quality materials tailored to a variety of audiences
* Proven record of achievement in developing, implementing and evaluating communication and engagement activities (incl: media, messaging; organisational and campaign communications)
* High-level stakeholder engagement skills
* Established network of media contacts and relationships
* Digital competency including the Microsoft 365 suite, experience working with websites, social media, CMS CRMs and bulk email software.
* Understanding of, or experience in the community legal sector is preferred.
* Experience in one or more of the following
	+ Working in the public policy arena or with public affairs audiences
	+ Working in or with traditional media
	+ Effectively using new/social media
	+ Crisis or responsive communications
	+ Basic media skills (graphic design, video editing, photography).
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| **Values and culture**  | * Alignment to CLCs Australia Values and organisational culture
* Able to travel within Australia, and to undertake regulatory checks as required.
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| **Personal attributes** | * Self-motivated, flexible, adaptable, and create sustainable relationships – you work well in teams.
* Practical and solutions-focused with a well-developed sense of urgency and prioritisation skills.
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