# **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 |
| **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. |
| **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. |
| **Projects** | * Coordinate and contribute communications content, strategic advice and analysis to cross organisational and project teams as assigned. |
| **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. |

**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). |
| **Values and culture** | * Alignment to CLCs Australia Values and organisational culture * Able to travel within Australia, and to undertake regulatory checks as required. |
| **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. |