

## CLCs Australia - Communications Manager - Job Description

### The role

<b>Position Title</b>	Communications Manager
<b>Location</b>	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
<b>Classification</b>	Role is classified as level 6 of the Social, Community, Home Care and Disability Services Industry Award 2010 (the Award).
<b>Overview of the role</b>	Responsible for the delivery and implementation of the communications strategy across CLCs Australia.
<b>Reports to</b>	CEO
<b>Full/part time</b>	4 or 5 days considered
<b>Supervises</b>	May supervise up to three other CLCs Australia staff or volunteers.

### Responsibilities

<b>Key Deliverables</b>	<ul style="list-style-type: none"> <li>• CLCs Australia's Communications Program, in collaboration with colleagues and in line with CLCs Australia's priorities. This will include             <ul style="list-style-type: none"> <li>○ Running comms for our nation-wide campaigns and advocacy</li> <li>○ Regular sector wide updates about key issues and stakeholders</li> <li>○ Content creation and management of our new website</li> <li>○ Building our online and social channels</li> <li>○ Media relations</li> <li>○ Communications strategy and monitoring</li> <li>○ Analytics and reporting to the CEO and the Board</li> <li>○ Crisis or responsive communications</li> </ul> </li> </ul>
<b>Stakeholder Engagement</b>	<ul style="list-style-type: none"> <li>• 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</li> <li>• As delegated, represent CLCs Australia to external and sector stakeholders.</li> </ul>

<b>Systems and procedures</b>	<ul style="list-style-type: none"> <li>• Ensure continuous improvement of communications systems and compliance to organisational procedures</li> <li>• Contribute to organisational wide strategy, systems and procedures.</li> <li>• Manage vendors and contracts related to communication.</li> </ul>
<b>Projects</b>	<ul style="list-style-type: none"> <li>• Coordinate and contribute communications content, strategic advice and analysis to cross organisational and project teams as assigned.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Work to maintain and improve CLCs Australia culture</li> <li>• Contribute to the continuous improvement and business continuity of CLCs Australia.</li> </ul>

## Selection Criteria

<b>Skills and experience</b>	<ul style="list-style-type: none"> <li>• Tertiary qualification in a field related to journalism, media, communications, public relations or politics, or comparable experience (5 years' experience in a similar role)</li> <li>• Excellent oral and written communication skills with the ability to prepare high-quality materials tailored to a variety of audiences</li> <li>• Proven record of achievement in developing, implementing and evaluating communication and engagement activities (incl: media, messaging; organisational and campaign communications)</li> <li>• High-level stakeholder engagement skills</li> <li>• Network of media contacts and relationships</li> <li>• Digital competency including the Microsoft 365 suite, experience working with websites, social media, CMS CRMs and bulk email software.</li> <li>• Understanding of, or experience in, the community legal sector is preferred.</li> <li>• Experience in one or more of the following <ul style="list-style-type: none"> <li>○ Working in the public policy arena or with public affairs audiences</li> <li>○ Working in or with traditional media</li> <li>○ Effectively using new/social media</li> <li>○ Crisis or responsive communications</li> <li>○ Basic media skills (graphic design, video editing, photography).</li> </ul> </li> </ul>
<b>Values and culture</b>	<ul style="list-style-type: none"> <li>• Alignment to CLCs Australia values and organisational culture</li> <li>• Able to travel within Australia, and to undertake regulatory checks as required.</li> </ul>
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>• Self-motivated, flexible, adaptable, and create sustainable relationships – you work well in teams.</li> <li>• Practical and solutions-focused with a well-developed sense of urgency and prioritisation skills.</li> </ul>