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| Position title | | **Change and Communications Co-ordinator** | | | | | |
| Position reports to | | Head of Change Management & Internal Communications | | | | | |
| Work level | | 1 | 2 | 3 | 4 |  | |
| Group and team | | Office of the CEO | | | | | |
| Location | | Hybrid - Onsite at the Hub in Melbourne CBD and virtual | | | | | |
| Employment type | | Fixed Term | | | | | |
| Direct reports | | 0 | | | | | |
| Why choose Beyond Blue  Beyond Blue has been providing supports and services to people in Australia for over 20 years.  We are Australia’s most well-known and visited mental health organisation, focused on supporting people affected by anxiety, depression and suicide. We are inspired by our vision that ‘all people in Australia achieve their best possible mental health’ and are driven by our mission to work with the community to improve mental health and prevent suicide.  We aim to achieve this through three strategic priorities:   1. Promoting mental health and wellbeing 2. Being a trusted source of information, advice and support 3. Working together to prevent suicide   At Beyond Blue the community is at the heart of everything we do.  By joining our team you’ll be involved in meaningful work, collaborating with a cross-section of colleagues, partners, and community right across Australia. We offer our team opportunities to support and learn from one another, build capabilities, celebrate successes along the way, and generous not-for-profit salary packaging options.  Your mental and physical health are important to us – we offer a range of wellbeing initiatives, including an Employee Assistance Program, a comprehensive Flexible working policy, ensuring you have safe and effective ergonomic support no matter where you work, as well as employee-led groups and initiatives.   We strive to live our organisational values of **Collaboration, Respect, Enthusiasm, Excellence, Innovation and Integrity** to help create a happy, safe and productive work environment. | | | | | | | |
| About the role | | | | | | | |
| Role description | | In this role you will be part of our Internal Communications and Change Management function where you will support the Head of Internal Communications and Change and the broader team to engage, excite, inform and educate Beyond Blue employees.  Demonstrating an eager to learn attitude, with a willingness to work on many varied communication and change tasks, the purpose of this role is to provide hands on support across a number of communication and change deliverables that support the vision, strategy and vision of Beyond Blue. | | | | | |
| Key accountabilities | | * Infuse a people-centered approach to communication and change that cultivates a positive employee experience. * Assist with preparation of human centric communications including key meeting forums, presentations, newsletters, intranet content and adhoc communication activities. * Support training material development including eLearning, webinars, video content, infographics, simulations, and animations. * Produce creative digital assets (infographics, banners, tiles) for internal communication channels. * Write, review and edit content to ensure high quality communications are developed. * Build strong and successful cross functional working relationships. * Leverage tools and technology to drive collaboration, agility, knowledge management and improved communication across the organisation. * Apply Beyond Blue’s frameworks and tools for effective change management. * Always conduct communications and change management according to Beyond Blue’s mission, vision and values. | | | | | |
| Key stakeholders | | Key stakeholders   * Internal Communications and Change Management team, People and Culture | | | | | |
| What we are looking for | | | | | | | |
| Capability | | Of the eight capabilities listed in our capability framework, the following behaviours are critical for role success.  Communication   * Uses vocabulary that is appropriate to the audience, is culturally inclusive and aligns language to Beyond Blue values * Begins with the end in mind; analyses the audience and selects content that is fit for purpose * Communicates clearly and concisely, explaining facts, concepts, practices and policies to others within the scope of their role. Demonstrates enthusiasm for content * Engages in active listening and has an awareness of own and others communication styles and adapts accordingly * Is accessible, responsive and builds rapport, actively reaching out to engage or work with others and is conscious of nonverbal communication style   Community centricity   * Values community engagement and demonstrates sound knowledge of community centric principles * Demonstrates active listening without judgment and observation of non-verbal cues to establish rapport * Has foundation knowledge of mental health and suicide prevention topics including the risks and protective factors, and the importance of self-care * Uses inclusive language and practices when working with or talking about different communities * Demonstrates empathy and understanding of mental health and & suicide prevention, respects lived and living experience of mental health and uses it to inform work   Innovative mindset   * Shows openness and enthusiasm to learn and curiosity to try something new; is not afraid to fail or make mistakes * Asks relevant and thoughtful questions as part of day-to-day work * Generates and shares suggestions for improvement on routine work activities * Reflects regularly to draw out learning for continuous improvement and improve own output and at a team level * Reflects on how new ideas or emerging trends could be embedded into work   Digital discovery   * Is committed to competently learning and confidently using technology and digital platforms in daily work to increase efficiency and effectiveness * Uses online collaboration tools to connect, communicate and collaborate with others, and visually manage work with teams and squads * Protects user and community data safely in adherence to Beyond Blue data governance, IT security and privacy policies * Sources research in a relevant and productive way, and evaluates reliability of online information and data sources to inform work * Uses technology creatively and critically to meet community expectations and business needs   Partnering   * Actively engages to build rapport with stakeholders * Works proactively and collaboratively within own team, and with other teams to achieve shared goals * Anticipates and ensures accountable, respectful and responsive partnership management * Understands the current operating environment and external market and how this impacts on own area of work * Has functional level of financial acumen and shows awareness of the commercial context within own team/business area   Agility   * Remains open and enthusiastic positive to change, sees the learning opportunities * Provides early and frequent value while accepting ambiguity and adapting to changing priorities * Explores alternative approaches, methods, or ideas to test ways of working. * Values and promotes fit-for-purpose progress over perfectionism with the capacity to spring back, learn and rebuild after setbacks * Organises work into logical sequences and delivers the work, often in sprint cadence, using a backlog of work. Engages SMEs where necessary based on objectives   Critical thinking   * Leverages data, details and context when problem solving and can synthesise, report on, and use information and research to support thinking * Understands Beyond Blue strategy and how individual work connects to organisational success and takes responsibility for delivering on results * Considers the implications, risks and impacts of own approaches and decisions * Seeks subject matter experts and others' opinions or evidence to help inform decisions, solutions or practices * Documents process as a diagnostic for visibility and clarity   Leading   * Understands performance expectation, shows accountability, demonstrates initiative and is receptive to giving and receiving feedback * Lives the values on a daily basis; demonstrates optimism * Understands individual strengths and seeks opportunities to continuously grow and improve * Contributes to a culture where others feel they are respected, included and valued; is inclusive of others, engages in cultural awareness activities and promotes inclusive language * Respectfully addresses colleagues exhibiting undesirable behaviours, and complies with Beyond Blue’s policies and procedures | | | | | |
| Selection criteria | | Education/qualifications   * Bachelor’s degree in communications, journalism, corporate affairs or relevant business area.   Knowledge/skills/experience  Essential   * Demonstrated passion for change management, communications or corporate affairs. * Outstanding communication, writing and editing abilities. * Ability to prepare a variety of communication and change documents to a high standard with a great attention to detail. * Ability to conceptually analyse and synthesise information. * Motivated self-starter with a focus on delivery. * Able to manage multiple priorities and deadlines in a fast paced environment. * A love of people and ability to develop strong stakeholder relationships. * Experience in using the Adobe Suite desirable (InDesign, Photoshop, Illustrator, Premier Pro). | | | | | |
| Additional information | | | | | | | |
| Fairness and equality | | Health, safety and wellbeing  Beyond Blue is committed to ensuring the physical and psychological health and safety of all employees, contractors and other people involved in our business activities. Our people are expected to comply with our Health, Safety and Wellbeing policy.  Pre-existing injury  The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment for employees.  Equal opportunity  Beyond Blue is an equal opportunity employer. All employees have a responsibility to be familiar with and adhere to the organisation’s policies and procedures.  Cultural competency  Beyond Blue strives to maintain a culturally competent and inclusive workplace. All employees are expected to undergo regular cultural competency training as part of their professional development plans.  Employment is subject to:   * a current Police Record Check * proof of the right to work in Australia. | | | | | |