

Position Description

This position	Senior Internal Communications Manager
Your directorate	People Experience
Your stream	Organisational Communications
You'll report to	Head of Organisational Communications
Reviewed	Insert Date

Uniting's purpose & values

When you're part of Uniting NSW.ACT, you're part of a diverse, purpose-led team of people who are really making a difference to the world around them.

We contribute to the work and mission of the Uniting Church in NSW and the ACT through social justice advocacy, community services and spiritual care. We provide care and support for people through all ages and stages of life, with a focus on people experiencing disadvantage and vulnerability. Our purpose is to inspire people, enliven communities and confront injustice.

Uniting leaders and employees work together to create a culture that is safe, inclusive, and person-centred. We bring this to life every day through our values: compassionate, respectful, imaginative, and bold.

Uniting acknowledges the continuing sovereignty and rich cultural diversity of Australia's First Peoples. We pay our respects to all Elders – past, present, and emerging – and to all First Peoples on whose lands we live and work.

Uniting is a Child Safe Organisation committed to promoting the safety, wellbeing and inclusion of children and young people.

About this role

This role supports the Head of Organisational Communications to successfully implement strategy communications, internal change communication campaigns as well as providing issues and crisis management support to the organisation.

Your key accountabilities

You will be an integral member of the Organisational Communications team (People Experience Directorate).

The Senior Internal Communications Manager will:

- Develop and deliver communication plans to engage people leaders and employees in organisational strategy and associated initiatives and campaigns.
- Develop and deliver communication plans to support service acquisitions, closures and transitions.

- Work with the Head of Organisational Communications to manage our communications response to a range of crises and issues.
- Provide change communications support to the Change Management team and other stakeholders for both change delivery and organisational/culture change.
- Provide day-to-day communications support and advice to services and functional teams, ensuring the correct prioritisation is given to communications in line with organisational priorities.
- Build collaborative and positive relationships with key stakeholders, working to assess their communication needs and identify solutions that are aligned to Uniting's strategy and manageable within the Internal Communications team workload.
- Support BAU Organisational Communications eg. Content development and delivery for Uniting News, intranet updates etc.
- Work to continuously improve our internal communications channels and processes, with employee experience and operational efficiency always front of mind.
- Provide consistent and visible leadership in WH&S behaviours and actions within the team and department and ensure there is a safe working environment, and that staff are properly trained to be able to work in a safe manner.
- Confidently establish and maintain a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender, and age.
- Act as a delegate for the Head of Organisational Communication as required.

Your key capabilities

Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.
- **Owning the job** - Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
- **Timeliness of work** - Sets achievable time frames and works to complete projects, tasks, and duties on time.

Business Acumen

- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
- **Organisational Objectives** - Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
- **Develops and Grows the Business** – Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
- **Makes Sound Decisions** – Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

Your qualifications, experience & skills

This role requires that you have:

- A tertiary qualification in Communications/Marketing or relevant field.
- 10+ years’ experience in an internal communications or corporate affairs role.
- Excellent writing and editing skills with strong attention to detail.
- A commitment to collaborative communications and customer service – understanding internal stakeholder communication requirements and delivering solutions that meet their needs.
- Developing skills in issues management.
- Enhanced skills in the Microsoft Office 365 environment, particularly SharePoint.
- A gift for working collaboratively with a team and confident flying solo.
- The ability to problem solve, negotiate, mediate, and resolve tension.
- Confident in giving and receiving feedback.
- Great understanding of Work Health and Safety principles and risk management practices

Employee Name:		Managers Name:	
Date:		Date:	
Signature:		Signature:	