

POSITION DESCRIPTION

Portfolio / Division: Office of the CEO

Position Title: Strategic Events and Internal Communications Coordinator

Unit: Strategy, Innovation and Partnerships

Grade: 4.1

Reports to: Manager Marketing and Communications

AMES Australia

For over 70 years AMES Australia has supported new and recently arrived refugees and migrants to settle in their new life in Australia. AMES works with new arrivals and also with the community, business and government to develop sustainable and effective settlement solutions for the Australian community.

Vision of AMES Australia

‘Full participation for all in a cohesive and diverse society’

Primary Focus/Purpose of the Role

The purpose of this role is to lead and coordinate high-quality internal communications that strengthen employee engagement, organisational culture and change delivery across AMES Australia and advise, plan and execute AMES Australia’s flagship events. The role plays a key advisory and delivery function, providing strategic communications support, supervising end-to-end internal campaigns, and managing complex events aligned to organisational priorities.

Primary Duties and Responsibilities

Internal Communications

- Lead the planning, development and delivery of internal communications strategies that support organisational priorities, change initiatives and executive messaging.
- Draft, edit and quality-assure internal communications including CEO messages, intranet content, staff newsletters, briefings, toolkits and all-staff announcements.
- Oversee the improvement of internal communication channels (intranet, Teams, email, digital signage), ensuring content is timely, accessible and aligned with AMES Australia brand and values.
- Provide strategic advice to senior managers on internal communication approaches, audience segmentation and engagement tactics.
- Develop and manage an internal communications editorial calendar aligned to corporate milestones and workforce needs.

Events and Engagement Management

- In consultation with the Manager Marketing & Communications, plan and deliver flagship events including stakeholder engagement events across AMES’ client communities, industry and government key stakeholders and the public.
- Manage event budgets, venues, suppliers, logistics, risk management and post-event evaluation.
- Provide guidance and supervision to volunteers and casuals who are assisting with events.
- Work closely with the Manager, Marketing and Communications and Senior Manager, Development & Innovation as well as other internal senior staff to ensure events deliver clear messaging and measurable engagement outcomes.
- Apply inclusive and culturally responsive approaches to event design, delivery and participation.

Stakeholder Management and Advisory

- Build and maintain trusted relationships with internal stakeholders at all levels, including Senior Management and Executive Leadership Team members.
- Coordinate input from multiple business units to produce coherent, organisation-wide communications and events.

Evaluation and Continuous Improvement

- Monitor and report on internal communications and event effectiveness using qualitative and quantitative measures to inform organisational decision-making.
- Identify opportunities to improve staff engagement, accessibility and communication practices.
- Identify opportunities to develop other team members' internal communications capabilities across Marketing and Communications, Strategy, Innovation & Partnerships and People & Development

Governance, Risk and Compliance

- Ensure all communications and events comply with AMES Australia policies, Victorian Public Sector standards, WHS requirements and risk management frameworks.
- Contribute to organisational planning and continuous improvement initiatives.
- Actively operate in a manner that improves the customer experience.
- Ensure compliance with relevant legislation, regulations and contractual requirements and that all duties are undertaken within an effective risk management framework.
- Comply with relevant OH&S legislation, the AMES Australia WHS Policy and Procedures at all times.
- Comply with all relevant AMES Australia Policies and Procedures and proactively identify and recommend areas for improvement to the manager as appropriate.
- Perform other duties as required by the manager that are reasonably incidental to the performance of this role.

Key Contacts

Internal:	Manager Marketing & Communications, Development and Innovation team, CEO's Office, Marketing & Communications team, managers across all portfolios, volunteers, casual staff
External:	Event suppliers, venues, consultants, community organisations, corporate sponsors, government departments, Settlement Council of Australia, Media

Qualifications and Experience

Mandatory:	Minimum of a Degree in Marketing, Communications, Public Relations or Media Studies; AND minimum of 3 years' experience in events management, marketing, communications or stakeholder engagement
Desirable:	Experience in not-for-profit or government sector organisations; Demonstrated knowledge of diversity, inclusion and multicultural communication principles; Experience with digital marketing and content management platforms

Knowledge and Skills

- Demonstrated ability to coordinate and deliver multiple events simultaneously, managing timelines, budgets, logistics and stakeholder expectations with attention to detail and quality.
- Extensive knowledge of events management principles including venue selection, supplier management, risk assessment, budget planning and post-event evaluation.
- Demonstrated ability to develop, write and edit engaging internal communications content for multiple channels including intranet, email, newsletters and digital platforms.
- Proven ability to work collaboratively with stakeholders across all AMES Australia portfolios and external partners to identify communication needs and deliver integrated campaigns.
- Strong organisational and time management skills with capacity to manage competing priorities, meet deadlines and work flexibly across multiple locations.
- Excellent written and verbal communication skills with capacity to adapt messages and tone for different audiences including staff, volunteers, clients and community organisations.
- Ability to work effectively with diverse teams and provide informal mentoring and guidance to volunteer and casual staff with professionalism and cultural sensitivity.
- Demonstrated commitment to working effectively and respectfully with people from culturally and linguistically diverse (CALD) backgrounds.
- Demonstrated positive values of integrity, reliability, teamwork and professionalism, and demonstrated commitment to quality and continuous improvement principles.

Other Relevant Information

- Staffing Responsibilities – Nil
- Budget Responsibilities - Monitors expenditure against budget allocation for events and communications activities
- Applicants for the position must have the right to work in Australia.
- Offers of employment will be subject to a satisfactory Police Check.
- It is a mandatory requirement for the position holder to have and maintain a current Working With Children Check (for employment purposes).

AMES Australia is an Equal Employment Opportunity Employer and abides by the Occupational Health and Safety Act.

For HR reporting purposes only: ANZSCO Code – 271499

Employee Name: _____

Employee Signature: _____

Date: _____