# Position Details

## Communication & Information- CSOF5

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| The following information is for applicants |
| Advertised Job Title | Senior Communication Advisor – Information Management and Technology |
| Job Reference | 77832 |
| Tenure | Specified Term until 30 June 2024 |
| Salary Range | AU$100,710 to AU$108,985 pa |
| Location(s) | Open to Canberra, Melbourne and Perth |
| Relocation Assistance | Not applicable |
| Applications are open to | Australian/New Zealand Citizens and Australian Permanent Residents Only |
| Position reports to the | Employee Engagement and Communication Manager |
| Client Focus – Internal | 80% |
| Client Focus – External | 20% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact Indra Tomic/Karina Clement via email at indra.tomic@csiro.au / karina.clement@csiro.au  |
| How to apply | Need to check with HR what is used to replace the below if going through agencyApply online at <https://jobs.csiro.au/> Internal applicants please apply via **Jobs Central**If you experience difficulties when applying, please email careers.online@csiro.au or call 1300 984 220. |

### Role Overview

The Senior Communication Advisor – Information Management and Technology (IMT) role works in the Employee Engagement and Communication team within Corporate Affairs, helping to inform and engage more than 5000 CSIRO employees across Australia.

Our IMT Business Unit provides focussed solutions at the forefront of digital trends that enhance CSIRO’s research, business agility and innovation. It has a range of exciting and high-level programs requiring immediate communication expertise to help with the delivery of CSIRO’s Enterprise Services Digitalisation Program and Science Digital Transformation.

The role requires an experienced communicator who can think laterally about how communication can support and enhance these programs, provide critical information to the organisation to raise awareness of these initiatives, and affect behavioural change.

This position is responsible for the development of impactful content and campaigns and is to provide strategic, creative and agile communication advice to support the IMT Business Unit.

### Duties and Key Result Areas:

* Support the implementation of IMT's strategic projects by delivering effective communication activities to increase the awareness, adoption and utilisation of CSIRO’s Digital Transformation initiatives.
* Establish and maintain relationships with IMT service owners and teams, and other key stakeholders, to deliver effective communication activities and fulfil IMT's strategic goals.
* Contribute to the implementation of IMT strategy and help align communication plans and activities with CSIRO-wide strategy implementation.
* Liaise and maintain relationships with stakeholders to determine their needs, tailoring solutions to potentially conflicting requirements, taking personal responsibility for stakeholder satisfaction, and correcting problems promptly and in a constructive manner.
* Provide professional and strategic advice on communication and change issues which have a major impact on the operations of the work area, influence the decisions of managers, and have a measurable impact on the Business Unit’s activities.
* Develop and implement contemporary communication plans to deliver expertise in one or more of the following areas:
	+ Employee engagement and stakeholder management
	+ Change management
	+ Professional writing (journalism, speech writing, copywriting)
	+ Digital communication
	+ Media production
	+ Sponsorship and brand management
* Track and monitor key metrics to assess success of communications plans and tactics.
* Build and maintain team-focused relationships across all areas of the Employee Engagement Communication team and the broader Corporate Affairs team, sharing knowledge and working together in pursuit of the development and promotion of best practice communication.
* Take responsibility for resolving complex problems, requiring a high degree of knowledge of specialist activities.
* Working closely with the Change Manager to recognise the need for change, initiating and implementing effective and innovative communication solutions.
* Communicate openly, effectively and respectfully with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO’s reputation.
* Work collaboratively as part of a multi-disciplinary, often regionally dispersed research team, and business unit to carry out tasks in support of CSIRO scientific objectives.
* Adhere to the spirit and practice of CSIRO’s Code of Conduct, Health, Safety and Environment procedures and policy, Diversity initiatives and Making Safety Personal goals.
* Other duties as directed.

## **Required Competencies:**

* **Teamwork and Collaboration:** Cooperates with others to achieve organisational objectives and may share team resources in order to do this. Collaborates with other teams as well as industry colleagues.
* **Influence and Communication:** Uses knowledge of other party's priorities and adapts presentations or discussions to appeal to the interests and level of the audience. Anticipates and prepares for others reactions.
* **Resource Management/Leadership:** Sets up and maintains effective and efficient work teams and manages performance and resources, to achieve objectives. Chooses appropriate management strategies and communication styles to maintain high levels of motivation and productivity. Gives feedback for development purposes and provides support and direction for improvement.
* **Judgement and Problem Solving:** Investigates underlying issues of complex and ill-defined problems and develops appropriate response by adapting/creating and testing alternative solutions.
* **Independence:** Plans, sets and works to meet challenging standards and goals for self and/or others. Recognises where endeavours will make the most impact or difference, decides on desired outcome and sets realistic goals to reach this target.
* **Adaptability:**Copes with ambiguity or situations that lack clarity. Adapts readily to changing circumstances and new responsibilities (which may include activities outside own preferences) in the interests of achieving team objectives. Recognises the need for and undertakes personal development as a result of changes.

## **Selection Criteria**

#### Essential

*Under CSIRO policy only those who meet all essential criteria can be appointed.*

1. A relevant tertiary qualification and relevant experience in communications – PR, communications, marketing, digital, media or journalism.
2. 5+ years' experience developing and implementing communication strategies.
3. Demonstrated experience managing integrated and creative communication campaigns, especially in employee, internal or change communication.
4. Demonstrated experience creating content for digital audiences.
5. Strong interpersonal and communication skills, both written and verbal with demonstrated ability to communicate complex data.
6. The ability to manage multiple deadlines whilst maintaining excellent attention to detail and quality focus and operate well in an often complex, ambiguous and fast-moving environment.
7. The ability to work effectively independently and also as a member of a team, collaborate widely both internally and externally, and provide guidance to managers and staff.

#### Desirable

1. Previous experience in working with or on IT projects across a large organisation.

Special Requirements

Appointment to this role may be subject to the conditions of baseline security clearance requirements.

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