# Position Details

## Communication & Information- CSOF5

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| The following information is for applicants | |
| Advertised Job Title | Communications Manager, Services |
| Job Reference | 87543 |
| Tenure | Specified Term 13 months  Full-time, family leave cover |
| Salary Range | AU$102,724 - AU$111,165 plus up to 15.4% superannuation |
| Location(s) | Dutton Park, QLD; or Clayton, VIC. |
| Relocation Assistance | No relocation |
| Applications are open to | Australian/New Zealand Citizens and Australian Permanent Residents Only |
| Position reports to the | Brand and Marketing Executive Manager, Corporate Affairs |
| Client Focus – Internal | 40% |
| Client Focus – External | 60% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact: Jessica Hildyard, Communications Manager  email: [jessica.hildyard@csiro.au](mailto:jessica.hildyard@csiro.au) |
| How to apply | Apply 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](mailto:careers.online@csiro.au) or call 1300 984 220. |

**Acknowledgement of Country**

CSIRO acknowledges the Traditional Owners of the land, sea and waters, of the areas that we live and work on across Australia. We acknowledge their continuing connection to their culture and pay our respects to their Elders past and present. View our [vision towards reconciliation](https://www.csiro.au/en/about/Indigenous-engagement/Reconciliation-Action-Plan).

### CSIRO is seeking a talented Communications Manager to develop and deliver a communication program for CSIRO’s work across a diverse industry focused portfolio, Services, as part of a collaborative and broad Corporate Affairs team.

### About Services

The Services Business Unit at CSIRO helps businesses, industry, community and governments capture value from CSIRO's science, technology and research and is made up of CSIRO Futures, SME Connect and Infrastructure Technologies plus Education & Outreach and CSIRO Publishing.

In this role you will work closely with CSIRO’s Services team in a portfolio to drive effective customer engagement and elevate brand awareness for CSIRO Futures, SME Connect and Infrastructure Technologies teams.

### Role Overview

We are seeking a driven, energetic, and strategic senior communications and marketing professional to join our Corporate Affairs team.

You will be part of Brand and Marketing team working closely with CSIRO’s Services team, leveraging their knowledge to implement integrated solutions to drive awareness, engagement, and advocacy.

This role is responsible for leading the creation and delivery of integrated communication and corporate affairs for H&B, primarily focused on external communication and engagement, but with an application to internal audiences as an important stakeholder.

You’ll join a team of communications managers also working in this business unit but have autonomy to focus on your own key areas as well as opportunities to collaborate with these colleagues.

As part of Corporate Affairs, you’re experienced, hands-on and pragmatic, with demonstrated success in devising, implementing and evaluating high-impact content, campaigns, events and strategies.

Responsible for leading the development and delivery of the communication plan, the aim is to we clearly communicate science impact by Services, and influence Services strategy more broadly across CSIRO.

The Communication Manager is adept at working in complex environments, managing competing and changing priorities, and can display exceptional interpersonal skills.

The ability to work cross-functionally with diverse stakeholders including CSIRO staff, agency partners, government, universities and industry is a key aspect of this role.

### Duties and Key Result Areas:

* Rapidly build and manage constructive relationships and work as a strategic and trusted partner to develop and deliver high quality outcomes.
* Create and deliver integrated tactics demonstrating science impact through; leveraging media relations, digital and social, content, events or marketing communications to build and protect the CSIRO brand - focusing on ensuring we are relevant, engaging and accessible.
* Show initiative and work effectively as a member of a highly distributed team to deliver high quality outcomes with autonomy and collegial behaviour.
* 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.
* Build and maintain team-focused relationships across all areas of the Corporate Affairs team, sharing knowledge and working together in pursuit of excellence.
* Liaise with media to identify and develop compelling stories about CSIRO Services.
* Initiate, develop or commission strong content for use in digital or media to illustrate CSIRO science and impact - focusing on it being relevant, engaging and accessible.
* Identify and deliver opportunities for partnering, sponsorships or events to reach key audiences.
* Monitor and evaluate the effectiveness of communication activities including contribution to awareness, knowledge and understanding of CSIRO.
* Identify critical internal and external stakeholders and establish networks to gain support for communication activities, particularly innovative ones that will have maximum impact and further strategic relationships.
* Demonstrate flexible thinking and adapt to and manage the increasing rate of organisational change by adjusting strategies, goals and priorities; and assess the risk and opportunity of identified strategies, options and actions.
* Adhere to the spirit and practice of CSIRO’s Code of Conduct, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm 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. Demonstrated communication management experience in a complex business encompassing:

Strategic planning and implementation, calculating risk, problem solving, effective relationships;

Producing creative communication strategies delivered through multiple channels;

Delivery of high-profile communication campaigns resulting in widespread national/industry media coverage, stakeholder engagement and client satisfaction.

1. Proven skills in building strong partnerships with stakeholders to develop and deliver organisational and cross-functional communications led tactics that translate into strategic business opportunities.
2. Strong writing skills, especially relating to the development of business-to-business marketing collateral and campaigns.
3. Demonstrated ability to work successfully in multi-disciplinary teams and/or within large or complex organisations.
4. Demonstrated understanding and application of digital marketing principles.
5. Ability to comfortably work in collaboration or autonomously, can adapt to changing circumstances to achieve team objectives.
6. Relevant tertiary qualification and five plus years’ of relevant experience.

Special Requirements

Appointment to this role may be subject to conditions including provision of a national police check as well as other security/medical/character clearance requirements. This role may require interstate travel from time to time.

## **About CSIRO:**

We solve the greatest challenges through innovative science and technology. To find out more visit us [online](http://www.csiro.au/)!

Find out more about working with [CSIRO](https://www.csiro.au/en/work-with-us).

CSIRO is a values-based organisation. In your application and at interview you will need to demonstrate behaviours aligned to our values of:

* People First
* Further Together
* Making it Real
* Trusted