POSITION DESCRIPTION

Position Title:	Communications Adviser
Position Number:	100368
Work Unit/Division:	Strategic Communications, Prevention
Classification:	VPSG 3
Salary Range:	$81,496 to $98,955 per annum plus 12% employer superannuation contribution
Employment Type:	Ongoing
Position Reports to:	Manager, Strategic Communications
Location:	Level 2, 570 Bourke Street, Melbourne Vic 3000

About Us

The Victorian Ombudsman (VO) provides a free, independent, accessible and impartial service to the public. Our purpose is to ensure fairness for the public in their dealings with the Victorian public sector, to improve public administration, and engage within both public organisations, the government sector and the broader community. The *Ombudsman Act 1973* (Vic) is the governing legislation.

The VO's role is to ensure that the services of state and local government, and other public organisations are delivered in a fair and reasonable manner that is compatible with the *Charter of Human Rights and Responsibilities Act 2006* (Vic) and that human rights have been taken into consideration in decision making.

About the Role

The Prevention Division plays a lead role in the VO's work to prevent unfairness and harm. Through engaging with the community and public sector, we raise awareness, strengthen capability and build the VO's profile. The division includes the VO's public policy and intelligence functions and leads education and communication activities as well as stakeholder engagement to inform and educate the public sector and community. The division aims to maximise the VO's impact, build trust and drive meaningful, positive change.

As a member of the Strategic Communications team, the Communications Adviser is responsible for providing administrative and communications support for a range of activities and programs delivered by the team. In addition, the role helps coordinate key communication activities – including campaigns, educational products and internal communications including e-newsletters, videos, infographics and social media.

Key Accountabilities

- Develop a range of communications products to help VO effectively communicate with the Victorian community and public sector.
- Coordinate delivery of key communication activities – including campaigns, educational products, internal communications and media monitoring.
- Update VO's digital platforms including the website, social media and intranet.

- Coordinate internal communications, including preparing and sourcing content.
- Support the production of publications and other products, including sourcing printers, graphic designers, editors and other suppliers, and coordinating production schedules.
- Provide administrative support to the Strategic Communications team, including triaging emails, maintaining work plans and project schedules, undertaking financial and procurement activities, and implementing systems and processes.
- Develop and maintain effective and professional working relationships with internal and external stakeholders, including suppliers and service providers.
- Develop innovative solutions to communications challenges and contribute to projects and initiatives in pursuit of VO's Strategic Plan.
- Actively contribute to a constructive workplace culture through a commitment to demonstrating VO's Values.

Key Selection Criteria

1. A minimum of three years' experience in communications, public relations, media or related roles.
2. Demonstrated ability to write and edit a range communications products (such as email newsletters, social media content, internal communications, briefs and speaking notes), applying plain language principles to produce a high-quality result.
3. Ability to format documents in accordance with brand guidelines and templates, including experience with Adobe Creative Cloud (desirable).
4. Advanced MS Office skills, including Word, PowerPoint, Excel and SharePoint.
5. Good understanding of digital communications channels, including preparing and posting social media, distributing email newsletters, publishing website content, and monitoring analytics.
6. Experience in purchasing, invoicing and procurement processes (desirable).
7. A relevant tertiary qualification (communications or similar) or industry certificate (desirable). Equivalent experience will also be considered.

Capabilities

Knowledge and Skills	Capability Description
Innovation and Continuous Improvement	Synthesise ideas and concepts across diverse disciplines to develop new and different ways of thinking, working or delivering solutions; Strives to improve efficiency, effectiveness, and quality of work.
Influence and Persuasion	Adapt the content style and message or tone of communications to suit the audience to gain agreement to proposals and idea using an effective written and verbal communication skills.
Project Delivery	Define work activities required to deliver against outcomes intended in line with agreed timeframes, resources and ways of working.
Communicate with Impact	Use various communication media to convey information, ideas, and insights in ways that maximises understanding of key messages; Posses good written and verbal communication skills.
Stakeholder Engagement	Identify stakeholders impacted by decisions, takes steps to keep interested parties engaged while managing expectations on outcomes.
Customer Focus	Understand customer need, apply skills, knowledge and experience to deliver high impact services that address those needs

Personal Attributes	Capability Description
Resilience	Maintain a positive attitude and consistently deliver quality work in the face of challenging situations.
Flexibility and Adaptability	Adjust approach in line with changing priorities, is open to acquiring and developing skills and knowledge, adapt to new ways of working or organise work to deliver results.
Outcomes Thinking	Think and work in different ways to create better public value for Victorians; Establish ways to clearly and effectively measure the impact of government activity.
Working Collaboratively	Builds trust and rapport with others; Sets common goals through a high degree of empathy; Display willingness to share control and responsibility with peers the service, external partners, and community) in the delivery of work and outcomes.
Promote Inclusion	Embrace diversity, draw on insights into the community's beliefs, needs, and values to inform required actions.
Self Awareness	Has conscious understanding of the impacts of own behaviours, emotions, and thought processes; takes action to improve personal effectiveness.

Responsibilities:

Environmental: VO is committed to lead by example, through environmentally sustainable practices in our workplace and activities.

OHS: Under section 25 of the *Occupational Health and Safety Act 2004* employees must take reasonable care of their own health and safety and that of others and cooperate with their employer in the workplace.

Recordkeeping Responsibilities: As an employee of the officer in charge of a public office, full and accurate records of the business of the office must be kept in accordance with Section 13(a) of the *Public Records Act 1973*.

Other relevant information:
All appointments to Victorian Ombudsman are subject to reference checks, pre-employment misconduct screening, Working with Children and criminal record checks.

Mandatory checks include:

- Applicants must be an Australian Citizen, Permanent Resident or hold a valid work permit or visa.
- The successful applicant will be employed pursuant to the Victorian Public Service Enterprise Agreement 2024 and VO's relevant policies.
- Appointments will be subject to a National Police Check and Working with Children Check
- Completion of a conflict of interest and declarable associations form.
- Satisfactorily complete (as per legislation) a:
    - Statutory Declaration for recruitment purposes
    - Confidentiality Declaration
- All new employees are required to take an oath or affirmation on commencement.
- All new employees will refrain from engaging in any other remunerative employment without the explicit prior consent of the Ombudsman.

VO Values: Our values support our work towards a constructive culture. They act as a compass for how we work together and with others.

Fairness

- We pursue fairness in our work.
- We keep people at the centre of decision making and seek to address inequity.
- We treat each other and everyone with dignity, respect and compassion.

Impact

- We make intentional choices to bring about meaningful and enduring change.
- We work with those we oversight to develop innovative solutions to improve the lives of Victorians.
- We bring creativity and curiosity to our work.

Trust

- We build trust with the community and government by listening and acting with independence and integrity.
- We strive to be a valued voice in improving public administration.
- We work in a spirit of openness and collaboration to support a constructive workplace culture.

All VO employees comply with the Victorian Public Sector Employees of Special Bodies values. These values require that public officials demonstrate responsiveness, integrity, impartiality, accountability, respect, leadership, and that they respect and promote human rights.