



## COMMUNICATIONS OFFICER – PUBLIC INFORMATION

**Position Number: 006748 Level: 5**

**ANZSCO: 225311**

### JOB DESCRIPTION FORM

#### THE ROLE

The Communications Officer, Public Information provides a range of high-quality communications services to support the public information function within DFES. The position provides expert communications advice and support to the Public Information Branch and engages with a range of stakeholders to promote public information initiatives and projects. The role actively contributes to the provision of warnings and information to the community during emergencies.

#### REPORTING RELATIONSHIPS

##### ORG STRUCTURE:

Corporate Services  
Media and Corporate Communications  
Media and Communications

##### THIS ROLE REPORTS TO

Team Leader, Public Information (012793)

Level: 6

##### POSITIONS THAT REPORT TO THIS ROLE

Nil

#### POSITION INFORMATION

##### LOCATION:

Cockburn

##### SPECIAL CONDITIONS:

The Department is an emergency services organisation and all employees may be required to work business hours or outside of normal business hours to assist with emergencies.

Employees in this position participate in an on-call roster.  
Employees in this position may be required to undertake regular intrastate travel (by air and/or road).

## SPECIFIC RESPONSIBILITIES

*DFES is committed to the principles of Equal Employment Opportunity (EEO) and diversity in the workplace and the provision of a safe environment for its employees, customers and volunteers. All duties are to be performed in a manner and behaviour consistent with EEO legislation and Occupational Safety and Health legislation along with the Department's Code of Conduct and Policies/Procedures and other relevant legislation.*

### COMMUNICATION AND ENGAGEMENT

- Responds to day-to-day public information enquiries and issues.
- Identifies and develops opportunities to engage with internal and external stakeholders on public information matters.
- Plans and organises public information workshops and events.
- Builds and maintains productive working relationships with key internal and external stakeholders.
- Maintains an awareness of emerging issues, trends and research in the field of emergency public information and recommends options to ensure the Department benefits from these learning opportunities.
- Plans, implements and evaluates communication strategies to support the delivery of public information projects and initiatives, in line with the Department's Public Information Strategy.
- Drafts communications material including media releases, talking points, memos, briefings and reports for a range of senior stakeholders.
- Develops and delivers high-level and engaging presentations to a range of internal and external stakeholders.
- Builds and maintains collaborative working relationships with key internal and external stakeholders.

### PUBLIC INFORMATION CAPABILITY

- Supports the State's Public Information roster to ensure capacity and capability are constantly maintained.
- Contributes to the testing of public information systems, platforms, enhancements and functionality.
- Contributes to the planning and implementation of post-incident analysis and debrief activities.
- Promotes, supports and contributes to the delivery of public information training to internal and external stakeholders.
- Contributes to projects that enhance public information service delivery and alignment to national frameworks and legislative requirements.
- Supports ongoing risk mitigation strategies and identifies opportunities to continually decrease the risk associated with emergency public information.
- Issues alerts and warnings during incidents including after hours and on weekends and as part of an on-call roster.

### OTHER

- Reporting all health and safety hazards, near misses and injuries.
- Actively participate in managing risk and resolving health and safety issues and promoting a safe place of work.
- Undertake other duties as required.

## SELECTION CRITERIA

*Applicants should demonstrate their capacity to meet the following criteria which should be read in conjunction with the specific responsibilities of this role.*

### ESSENTIAL CRITERIA

1. Excellent written communication skills with the ability to develop concise and accurate communications material for a wide range of contexts, and strong verbal communication skills.
2. Strong interpersonal skills with the ability to develop and maintain positive relationships with a range of stakeholders.
3. Demonstrated ability to work collaboratively in a team environment and contribute to the achievement of team goals.
4. Proven evidence of successfully developing, implementing and evaluating communication strategies to promote organisational initiatives or projects.
5. Demonstrated organisational and time management skills, including an ability to prioritise and meet tight deadlines.

### DESIRABLE CRITERIA

1. A university qualification in journalism, public relations, communications or similar/equivalent.

## CERTIFICATION

Version	Description	Approval Date	Registered Date	Registered by
Vs 1.0	Created and classified	16 May 2022	16 May 2022	Fiachra Felle