



# Communications Support Officer

## POSITION DESCRIPTION FORM

**Region / Portfolio / Directorate:**

Road Safety Commission (Commission)

**District / Branch:**

Communication and Engagement

**Work Unit:**

Engagement

**Position Description Number:**

218840

**Rank / Level / Band:**

Level 3

**Position Category:**

Choose an item.

**Employment Conditions**

---

Industrial Agreement/Award: Current PSA, PSGOGA and Agency Specific Agreement

Work Pattern: Monday - Friday: May be required to work outside normal operating hours

Location: Perth

**Position Objective**

---

Acts as the first point of contact for enquiries from members of the public and other stakeholders. Supports the preparation of communications project material, including writing and designing for multiple channels and audiences and supervising the production of communications material.

**Role of the Unit**

---



The Commission is a discrete unit attached to the Western Australia Police Force and administratively accountable to the WA Police Commissioner but, through the Commissioner of Road Safety, reports directly to the Minister for Road Safety on road safety matters. The Commission is responsible for leading the development, integration and implementation of state wide road safety strategies, policies and programs to reduce serious crashes on Western Australian roads.

Our vision is to eliminate life changing road trauma in Western Australia. We aim to achieve this through a safe road system that encourages safe behaviours and provides forgiveness for human error so crashes do not result in serious harm. We seek ambitious, step change improvements on this journey through a paradigm shift to a safe system approach.

Our values of **Collaboration – Trust – Integrity – Professionalism** underpin all we do. These values guide the way we conduct our work, how we engage with others and deliver services to our customers. Each Commission employee's ability to demonstrate how they apply our values is important.

**Reporting Relationships**

---

This position reports to:

- Manager, Engagement, Level 7

Direct reports to this position include: Nil

Total number of positions under control: Nil

Position Title Communications Support Officer	Rank, Level or Band Level 3	Position Number: 218840
--	--------------------------------	----------------------------

## Key Accountabilities

---

### 1 Administration

- 1.1 Acts as the first point of contact for enquiries from members of the public and other stakeholders, receiving and dealing appropriately with digital messaging, emails, telephone calls and enquiries.
- 1.2 Provides weekly reports on incoming correspondence from all methods including phone, email, website and mail for review and action for the managers of the area.
- 1.3 Analyses enquiries to identify trends and/or gaps in information and to pro-actively identify solutions and/or options to address comprehensive engagement with road safety messaging.
- 1.4 Provides quality road user community interfaces that significantly influence customer perceptions and improves engagement and road safety messaging.
- 1.5 Contributes to researching and preparing responses to enquiries.
- 1.6 Maintains awareness of road user engagement preferences and provides feedback to Manager Engagement and Manager Strategic Communications.
- 1.7 Seeks opportunities to blend digital and traditional communication channels to provide a seamless road user experience.
- 1.8 Maintains and shares awareness on trends and developments affecting community attitudes to road safety.
- 1.9 Maintains the photo, brochure and video library.
- 1.10 Assists in online and media monitoring.
- 1.11 Assists in preparing engagement and communications project material, including writing and designing for multiple channels and audiences and supervising the production of communications material.
- 1.12 Updates the CRM and the relevant database.

### 2 Other

- 2.1 Understands and complies with information security policies and procedures to ensure information holdings/systems are kept confidential and utilised accurately and reliably.
- 2.2 Undertakes other duties as directed.

Position Title Communications Support Officer	Rank, Level or Band Level 3	Position Number: 218840
--	--------------------------------	----------------------------

## Work Related Requirements

---

### Essential

### Context in which work related requirements will be applied and or general standard expected.

Organisation

Managing own workload effectively by planning and prioritising work to meet deadlines. Demonstrating self-motivation and initiative to achieve work objective with minimum supervision.

Communication

Presenting written messages in a clear, concise manner; focusing on key points and structures written and oral communication to ensure clarity.

Building and sustaining positive relationships with team members and clients. Liaising effectively with all levels of personnel; providing courteous, prompt and professional service. Being responsive to changes in client needs and expected outcomes; keeping clients informed on progress.

Problem Solving

Remaining positive and responding to pressure in a calm manner; achieving objectives even in difficult circumstances. Researching information relevant to work tasks and responsibilities, identifying solutions to problems.

Team work

Building and sustaining positive relationships across and with team members. Actively participating and contributing to tasks and supporting the team's objectives.

## Capability Framework

---

The framework is intended to support staff and supervisors through the performance cycle and identify core competencies relevant to the rank and/or classification level.

### Certification

---

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Position	Name	Date
Executive Manager Workforce Design and Consultancy	Debbie van Hamersveld	19/12/2018
Assistant Director, Communication & Engagement, Road Safety Commission	Roger Farley	19/12/2018