



Job Description Form

Our Purpose

To provide safe, customer-focused, integrated and efficient transport services.

Position Title

Project Communications Officer

Level

4

Position Number

35254

Division/Directorate

Major Projects

Branch/Section**Effective Date**

May 2021

Health Task Risk Assessment Category

5

Reporting relationships

Superordinate: Project Communications Manager, Level 6

Subordinates: No Direct Reports

Key role of this position

Develops and implements communication and community engagement programs for the Public Transport Authority's (PTA) infrastructure projects. In coordination with the Project Communications Manager, this role is responsible for developing and implementing materials to communicate the project's impacts and importance to internal and external stakeholders, along with managing issues and complaints.

Core duties and responsibilities

- Develops project communication and engagement plans and strategies.
- Prepares and coordinates project communication and engagement material, including writing for a variety of channels and audiences and supervising the production of communications material, (including photography, mail outs and letter drops).
- Coordinates communication activities of PTA contractors.
- Contributes content towards the PTA's internal communications channels.
- Maintains and contributes towards the development of positive relationships with PTA officers and project managers to enable an ongoing exchange of ideas about communication issues and opportunities associated with infrastructure projects.
- Prepares government briefings and ministerial responses with the support of the Project Communications Manager, as required.
- Supports the coordination of communications activities with relevant government agencies.
- Identifies and liaises with project stakeholders as required.
- Identifies and works with the Project Communications Manager to resolve issues affecting stakeholders, residents, businesses and other community members.
- Responds to community enquiries and complaints in a timely and professional manner. This includes being a first point of contact for enquiries related to the Project Communications team, receiving and dealing appropriately with telephone calls and enquiries to the Project inbox.

- Other duties as required.

Corporate Communications Team Member

- Participates as a constructive member of the Corporate Communications team.
- Identifies and implements process improvements within the scope of position responsibilities.
- Maintains a commitment to self development.
- Contributes to the development of the Division's Business and Communications Plans.

SELECTION CRITERIA

1. Core Competencies

- Previous experience in public relations/communications/engagement, with expertise in delivering project communications for infrastructure projects, including:
 - Experience in developing and implementing communications and engagement plans and activities, particularly with a community focus.
 - A proven ability to concisely and clearly deliver a broad range of communication materials, including print, online and face-to-face, to effectively meet project objectives.
 - Experience in responding to community complaints and queries in a timely and professional manner.
 - Relevant tertiary qualification or experience.

2. Communication and Interpersonal

- Well developed written, verbal and interpersonal communication skills, including the ability to manage contentious issues, complaints handling and liaise with a range of internal and external stakeholders at all levels.
- Strong writing, editing and proof reading skills.
- Demonstrated customer focussed approach and outcomes.

3. Conceptual, Analytical and Problem Solving

- Well developed conceptual, analytical and problem solving skills, including the ability to research, apply analysis and prepare communications strategies and devised outcomes as required.

4. Organisation

- Considerable planning and organisational ability, in particular, the ability to assess the importance and urgency of tasks in relation to competing interests and timelines.
- Demonstrated ability to develop and maintain a systematic approach to coordinating multiple activities.

5. Special Requirements

- Satisfactory completion of required medical examinations to verify physical fitness to perform the duties of the position.
- Provision of a National Police Clearance certificate dated 3 months or less from the date of application for the position.
- Possession of a current Western Australian 'C' or 'C-A' Class Driver's Licence or equivalent.
- Ability to work flexible hours and respond to afterhours enquiries as required.

Certification

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

Managing Director / Executive Director / General Manager

.....
Signature

.....
Date

Employee

I have read and accept the responsibilities of the Job Description Form.

The position's duties are to be performed in accordance with the PTA's Code of Conduct and the PTA's Values.

.....
Signature

.....
Date