

Communications Support Officer

Communications

Position number	00042972
Agreement	Public Sector CSA Agreement 2021 or as replaced
Classification	Level 2
Reports to	Director, Communications (Level 9)
Direct reports	Nil

Context

The Communications directorate works to ensure all our activities enhance the image and reputation of the Department and promote Western Australian Government initiatives in education. We do this by providing a range of services to all areas of the Department including;

- internal and external communications
- communications campaigns and strategies
- brand management
- strategic communications advice
- media strategy and management, stakeholder engagement and relationship management
- public relations and marketing activities for a wide range of programs and audiences.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

- Assist the broader team in the delivery of communication projects/programs.
- Provide administration support to communication projects, including supporting project management frameworks and methodologies across the directorate.
- Support communication enquiries and provides basic advice to support requests/enquiries.
- Establish and maintain effective relationships with internal and external stakeholders.
- Use existing sources of insight (including previous communication activity) to support activities.
- Demonstrate an understanding of the communication objectives and how these support the overall objectives.
- Assist in the preparation of basic communication materials.
- Provide support to working groups/teams in support of communication projects development, delivery and evaluation.

- Maintain a developing awareness and understanding of trends and issues impacting the Communications area and priorities.
- Ensure effective sharing of information and skills, supporting collaboration, communication and connection across the team and directorate.
- Support use of Education brand and style guides across the department.

Selection criteria

Job Specific

Experience providing administration support in a professional environment.

Project Management

Administrative/project support skills with the ability to prioritise work and deliver agreed outcomes.

Communication / Stakeholder Engagement

Effective interpersonal and communication skills, including the ability to liaise effectively with stakeholders.

Proficient writing skills and attention to detail.

Critical thinking / Problem solving

Effective conceptual, analytical and problem-solving skills with the ability to develop innovative solutions.

Team

Ability to work collaboratively and contribute to the achievement of team outcomes.

Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- complete the Department's induction program within 3 months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within 6 months of appointment
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

Certification

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

ENDORSED

Date 27 September 2022

Reference D22/0793454