

ARPC Position Description

Role Title:	Communications Officer		
Function:	Operations	Classification broadband:	Broad band 2 (Level 5/6)
Location:	Sydney	Security clearance:	Baseline
Role Reports to (role title):	Executive Manager Communications		
Direct Reports (role titles):	Nil		

Purpose of the role (Why the role exists; how the role contributes to the ARPC's strategic objectives)

The purpose of this role is to provide high quality communications assistance to ARPC across a range of communication mediums.

Key Accountabilities (Key activities, tasks, and outcomes to be achieved)

Role model ARPC's Values and Code of Conduct and Capabilities set out in the ARPC's Capability Framework

- **Declared Terrorism Incident (DTI) and Declared Cyclone Event (DCE) monitoring**
 - Manage the daily digital media monitoring function to keep ARPC staff and stakeholders informed about terrorism and cyclone events and trends.
- **Website content maintenance:**
 - Assist with day-to-day website content management, including co-ordination of content (updates, editing and consistency of voice), appropriate governance (approvals), timeliness, and accuracy. Suggest ways to improve the site look and feel and/or function.
- **Digital communications delivery:**
 - Manage drafting and production of the ARPC digital newsletter with required approvals within set timeframes
 - Manage insurer customer EDMs with required approvals within set timeframes
 - Maintain a calendar of regular and cyclical BAU social media and digital activities with a view to drafting content in advance
 - Assist with maintaining a relevant and engaging social media presence across LinkedIn and Twitter
 - Consult with external agencies as required for e.g., graphic design, printers
 - Maintain knowledge of communications trends, tools and changes which may present opportunities for ARPC to improve social media and digital processes
- **Internal communications and events:**
 - Assist and advise on communication materials, for e.g., PPT presentations for internal stakeholders
 - Assist with internal communications and co-ordination of internal events as appropriate
- **External events:**
 - Support coordination of external stakeholder events, for e.g., venue booking, catering, seating, and production of event materials), for e.g., the annual ARPC Terrorism Risk Insurance Seminar
- **Other:**
 - Lead and participate in ARPC corporate projects as and when opportunities arise

Working Relationships (Key stakeholders, clients, customers, suppliers, providers, consultants, etc.)

Internal Relationships

- Build and maintain strong relationships with all members of the ARPC team

External Relationships

- Build and maintain strong relationships with media, vendors, and partners

Person specification

Qualifications and experience

Qualifications (indicate whether mandatory or desired)

- Tertiary qualification (or working toward) in Communications or related field or equivalent experience
Mandatory

Experience (minimum type and level of experience required to perform the role)

- Relevant knowledge and experience in communications and/or marketing *Mandatory*
- Experience with project coordination (such as event management and the coordination of communication pieces involving a variety of contributing stakeholders) *Desired*
- Knowledge of insurance, reinsurance, banking, or financial services *Desired*

Technical Capabilities (skills, knowledge, technical or specialist capabilities)

- Communications expertise coupled with energy and passion for the Communications profession
- Excellent written and verbal communication skills
- Strong professional attitude and behaviours
- Conscientious attention to detail
- Ability to work as part of a team and autonomously, as a subject matter expert
- Working knowledge of WordPress and Mailchimp *highly desirable*
- Strong project coordination skills in timeline driven/high pressure environments
- Sound knowledge of Microsoft Office suite including Word, PowerPoint & Excel
- Ability to build strong relationships with various stakeholders
- Courteous assertiveness

Authorities	Limits/ Type
Financial Delegations:	As per ARPC Financial Delegations
HR Delegations:	As per ARPC Enterprise Agreement
Declared Terrorist Incident (DTI) and Declared Cyclone Event procedure:	As per ARPC DTI Response Procedure

Additional requirements**ARPC Values**

- Delivering for our stakeholders
- Collaboration
- Personal leadership
- Integrity
- Wellbeing

ARPC Capabilities (Integrated Leadership System)

ARPC Capabilities describe behavioural expectations for all employees, by classification broadband.

- Shapes strategic thinking
- Achieves results
- Supports/cultivates productive working relationships
- Exemplifies personal drive and integrity
- Communicates with influence

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CEO Approval:	Dr. Chris Wallace Chief Executive	Date:	