

ARPC Position Description			
Role Title:	Manager Communications Delivery		
Function:	Public Affairs & Communications	Classification broadband:	EL1
Location:	Sydney	Security clearance:	Baseline
Role Reports to (role title):	Head of Public Affairs and Communications		
Direct Reports (role titles):	1+ Current direct report: Coordinator, Communications Delivery		

Purpose of the role
This role is responsible for the development and delivery of comprehensive communication plans for ARPC’s stakeholder groups. The role services all ARPC stakeholder groups, both external and internal, and will support whole of agency requirements.

Key Accountabilities
<p>Role model ARPC’s Values and Code of Conduct and capabilities set out in ARPC’s Capability Framework.</p> <p>Communication delivery</p> <ul style="list-style-type: none"> • Development and deliver communication materials, including press releases, newsletters, content for website, speeches, presentations, and ARPC events. • Manage all internal and external communications, from conceptualisation to publication, ensuring consistency with ARPC’s brand identity. • Develop a deep understanding of ARPC’s priorities and challenges and translate these into value adding communications plans. • Review, update, and revise ARPC’s communication delivery plan to ensure preparedness for potential declared event. • Provide advice and support to the Head of Public Affairs and Communications on communication matters, including risks and opportunities. • Coordinate the delivery of communication materials, including press releases, newsletters, content for website, speeches, presentations, and ARPC events. • Collaborate with internal teams across ARPC to develop product content. • In collaboration with the HR team, build and deliver proactive communications which serve to support ARPC’s employee value proposition and related narratives to ARPC team members and also the agency’s prospective talent pool. • Work closely with the business to identify opportunities for innovative and engaging delivery of content. • Engage and manage vendors as required. <p>Internal communication</p> <ul style="list-style-type: none"> • Design and deliver internal campaigns and events aligned to ARPC’s strategic objectives, including electronic SharePoint articles, emails, newsletters, instant messaging posts and other collateral materials. • Enhance employee engagement by optimising internal communication channels and strategies. • Develop internal communication content including supporting change management communications plans. • Convey ARPC’s message through the managing of the organisation’s internal communications. • Establish effective internal communication systems and processes. • Ensure internal communications align with the wider ARPC’s policies. <p>Monitor effectiveness</p> <ul style="list-style-type: none"> • Monitor online and traditional media coverage, capturing relevant mentions and distributing reports to key stakeholders. • Monitor and evaluate the effectiveness of the overall communication delivery. • Monitor and evaluate the effectiveness of all internal communications to stakeholders.

Key Accountabilities

People leadership

- Ensure direct reports are tasked with meaningful work which provides challenge and provide on the job coaching.

Key legislative / regulatory role responsibilities

Public Interest Disclosure Act 2013 (PID Act)

- ARPC Managers may receive disclosures from staff they supervise or manage and are responsible for providing to an ARPC Authorised Officer (CEO, CFO, COO) as soon as practicable, any information provided to them that concerns disclosable conduct (within the definition of PID Act S.60A).
- ARPC Managers must assist the ARPC CEO (or delegate) and/ or the Commonwealth Ombudsman in the conduct of a PID investigation.
- ARPC staff must assist the ARPC CEO (or delegate) and/ or the Commonwealth Ombudsman in the conduct of a PID investigation.

Privacy Act 1988

- ARPC staff must adhere to the Australian Privacy Principles and the ARPC Privacy Policy and report any privacy breaches by any employee or contractor to the Privacy Officer (CFO) and/ or Privacy Champion (COO) as soon as they become aware of them.

Freedom of Information Act 1982 (FOI Act)

- ARPC staff are responsible for notifying and supporting the Information Public Scheme (IPS) Team to ensure published website Information is accurate, up-to-date and complete.
- ARPC 'owners' of website content are required to review content on their page(s) at least annually.

Security

- Responsible for monitoring their staff (including contractors), resources and functions to ensure security controls are maintained and operate effectively.
- Responsible to ensure that staff (including contractors) are aware of and practice the appropriate security procedures for protecting individuals, official information, and other valuable resources.

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

Internal Relationships

- Build and maintain strong relationships across ARPC by working closely with the business.

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 in Communications, Marketing or related field *Mandatory*

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

- Substantial experience in Communications Delivery and a strong track record of developing effective communications strategies and campaigns in a professional and highly regulated environment *Mandatory*
- Experience developing and delivering digital communication plans across complex audience groups *Mandatory*
- Knowledge and experience working in the insurance, reinsurance, or financial services sectors *Mandatory*
- Knowledge and experience working within the machinery of Government *Desired*

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

- Team skills including excellent interpersonal and communication skills, both verbally and in writing.
- Excellent writing skills to create engaging content for various communication channels including emails, newsletters, reports, speeches.
- Deep expertise in Communications coupled with passion for the Communications profession.
- Strong knowledge of office suite including Word, PPT and excel.
- Working knowledge of WordPress is desired.
- Excellent analytical skills with the ability to derive simple insights from complex data.
- Excellent interpersonal skills with the ability to effectively negotiate and influence.
- Ability to build strong relationships with various stakeholders.
- Excellent legislative and regulatory interpretation and application skills to ensure compliance.
- Natural application of insight, initiative, and innovation.
- Astute attention to detail.
- Ability to work as part of a team and autonomously, as a subject matter expert.
- Courteous assertiveness.

Authorities	Limits/ Type
Financial Delegations:	As per ARPC Financial Delegations
HR Delegations:	As per ARPC Enterprise Agreement
Declared Terrorist Incident (DTI):	As per ARPC DTI and DCE Response Procedures

Additional requirements

ARPC Values

- Respect
- Service
- Integrity
- Wellbeing

ARPC Capabilities (Integrated Leadership System)

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

- Shapes strategic thinking.
- Achieves results.
- Cultivates productive working relationships.
- Exemplifies personal drive and integrity.
- Communicates with influence.

Prepared by: (Name & Position)	Jack Laverty Manager People & Culture	Date:	March 2024
Roles up to & incl. EL1 <input type="checkbox"/> Endorsed by: Approved by:	Victoria Simpson Chief Operating Officer	Date:	March 2024