

Position Description

This position	Internal Communications Coordinator
Your directorate	People Experience
Your stream	Organisational Communications
You'll report to	Head of Organisational Communications
Reviewed	Insert Date

Uniting's purpose & values

When you're part of Uniting NSW.ACT, you're part of a diverse, purpose-led team of people who are really making a difference to the world around them.

We contribute to the work and mission of the Uniting Church in NSW and the ACT through social justice advocacy, community services and spiritual care. We provide care and support for people through all ages and stages of life, with a focus on people experiencing disadvantage and vulnerability. Our purpose is to inspire people, enliven communities and confront injustice.

Uniting leaders and employees work together to create a culture that is safe, inclusive, and person-centred. We bring this to life every day through our values: compassionate, respectful, imaginative, and bold.

Uniting acknowledges the continuing sovereignty and rich cultural diversity of Australia's First Peoples. We pay our respects to all Elders – past, present, and emerging – and to all First Peoples on whose lands we live and work.

Uniting is a Child Safe Organisation committed to promoting the safety, wellbeing and inclusion of children and young people.

About this role

This role supports the Head of Organisational Communications to coordinate BAU operations of the internal communications function, including coordinating and delivering content through key channels including our weekly newsletter and intranet. The role will also develop and deliver communication plans for regular initiatives such as awareness days and identify opportunities for continuous improvement of our content and channels.

Your key accountabilities

You will be an integral member of the Organisational Communications team (People Experience Directorate), and your key accountabilities are to:

- Deliver our weekly newsletter Uniting News and continuously improve content and the editorial process.
- Develop and create compelling content for diverse audiences and deliver through key internal channels – Uniting News, Viva Engage, the intranet, and campaign collateral.

- Identify and develop inspiring stories that reflect our strategy and culture in action.
- Update the intranet and other channels as required and support the team to continuously improve our channels.
- Produce digital content and videos to better engage audiences in stories and campaigns.
- Ensure all communications are on brand according to brand guidelines and style guides.
- Maintain the internal communication content calendar and performance dashboard.
- Build collaborative and positive relationships with key stakeholders, working with the team to assess their communication needs and identify solutions that are aligned to Uniting's strategy and manageable within the Internal Communications team workload.
- Work to continuously improve our internal communications channels and processes, with employee experience and operational efficiency always front of mind.
- Confidently maintain a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender, and age.

Your key capabilities

Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.
- **Owning the job** - Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
- **Timeliness of work** - Sets achievable time frames and works to complete projects, tasks, and duties on time.

Business Acumen

- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
- **Organisational Objectives** - Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
- **Develops and Grows the Business** – Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
- **Makes Sound Decisions** – Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

Your qualifications, experience & skills

The role is expected to have:

- A tertiary qualification in a relevant area such as Communications or Marketing.
- 2-3 year's experience in a relevant role involving copywriting and content production.
- Developing communication skills, particularly writing and editing with strong attention to detail.

- A commitment to collaborative communications and customer service – understanding internal stakeholder communication requirements and delivering solutions that meet their needs.
- A gift for working collaboratively with a team and confident flying solo.
- The ability to problem solve, negotiate, mediate, and resolve tension.
- Confident in giving and receiving feedback.
- Great understanding of Work Health and Safety principles and risk management practices

Employee Name:		Managers Name:	
Date:		Date:	
Signature:		Signature:	