

Position Title	Internal Communications Officer
Department	People and Performance
Unit	People Transformation
Team	Culture and Change
Supervises	NIL
Reports To	Coordinator Culture and Change
Grade	G
Date Prepared	30/03/2021
Date Last Updated	9/01/2026

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed
to **safety**



We work as
one **team**



We act with
integrity



We care about
our **customers**



We **continuously**
improve

Primary purpose of position

The primary focus of the Internal Communications Officer role is to develop and deliver internal communications strategies and channels to communicate a range of information to team members which is aligned with Council's Purpose, Ambition and Values, change management initiatives, projects and programs.






As Council's Internal Communications Officer, you will impart your knowledge and experience to support employee engagement and organisational change.

Accountabilities

- Liaise with a range of internal stakeholders to deliver a best practice and coordinated approach to internal communications.
- Drive and develop content for Council's internal communications channels to ensure staff are engaged and informed.
- Provide direction and advice to business units on internal communications best practice for projects and initiatives.
- Support the CEO and Directors on communications initiatives and other key organisational engagement events.
- Customise communication content for various Council work locations and workforce groups.
- Collaborate with the Corporate Communications unit to align internal and external messages, ensuring consistency across all brand, marketing and communications.
- Effectively manage multiple projects and provide internal communications support and expertise to the People and Performance department.
- Continuously review the internal communications process and strategies to improve and ensure effectiveness.
- Additional duties as required within the limits of the employee's skills, competence and training.

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Technical/ Professional Specialist		
Capability Group	Capability Name	Level
 Personal Character	Lead Self	Adept
	Display Resilience	Adept
	Act with Integrity	Advanced
	Safety and Accountability	Adept
 Relationships	Communicate and Engage	Adept
	Customer and Community Focus	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Innovate and Improve	Adept
	Deliver Results	Adept
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate
 People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Lead Self	Adept	<ul style="list-style-type: none"> • Initiates action on team/unit projects, issues and opportunities • Accepts and tackles demanding goals with drive and commitment • Seeks opportunities to apply and develop strengths and skills • Examines and reflects on own performance • Seeks and responds well to feedback and guidance
Relationships		
Communicate and Engage	Adept	<ul style="list-style-type: none"> • Tailors content, pitch and style of communication to the needs and level of • Clearly explains complex concepts and technical information • Adjusts style and approach flexibly for different audiences • Actively listens and encourages others to provide input • Writes fluently and persuasively in a range of styles and formats
Results		
Deliver Results	Adept	<ul style="list-style-type: none"> • Takes responsibility for the quality and timeliness of the team's work products • Ensures team understands goals and expectations • Shares the broader context for projects and tasks with the team • Identifies resource needs, including team, budget, information and tools

		<ul style="list-style-type: none"> Allocates responsibilities and resources appropriately
Resources		
Technology and Information	Intermediate	<ul style="list-style-type: none"> Shows confidence in using core office software and other computer applications Makes effective use of records, information and knowledge management systems Supports the introduction of new technologies to improve efficiency and effectiveness

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the General Manager.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

Qualifications and Experience

Essential Qualifications

- Tertiary qualifications in HR, L&D, Communications and/or relevant experience.

Essential Experience

- Demonstrated experience in a communications role.
- Skilled in communications writing, designing and proof reading.
- Proven ability to work independently and using initiative to manage end to end projects and workload efficiently. Demonstrated experience in planning and managing design, development and production of digital and print publications.

- Proven ability to maintain confidentiality when working with confidential material and subject matter.

Desirable Qualifications and or Experience

- Demonstrated change management experience

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: No Licence Required	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>