



## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Internal Communications Officer</b>		
<b>Classification:</b>	<b>Band 5</b>	<b>Status</b>	<b>Full-time</b>
<b>Group:</b>	<b>Corporate Services</b>	<b>Business Unit:</b>	<b>Communications and Engagement</b>
<b>Reports to:</b>	<b>Team Leader Strategic Communications</b>		
<b>Direct Reports:</b>	<b>Nil</b>	<b>Date:</b>	<b>January 2026</b>

## ORGANISATIONAL CONTEXT

Cardinia Shire Council is committed to building a sustainable shire for present and future generations to enjoy. Council plays an important role in contributing to life in our community. We provide services which supports the wellbeing of our residents now and into the future.

To deliver on our commitment, we are developing a skilled and professional workforce that embraces our organisational culture, values, and demonstrates key leadership capabilities. Our culture is defined by working together, working differently, and working for the future. We value teamwork, respect, accountability, communication, and customer focus. These values underpin our work and our behaviours ensuring we deliver on the Council's vision while maintaining a healthy, engaging, and inclusive workplace.

## POSITION OBJECTIVES

The Internal Communications Officer is responsible for developing creative, engaging and inspiring communication plans and campaigns to help keep employees connected and informed around organisational values, initiatives and community outcomes.

With strong storytelling abilities and a love of working with people, the Internal Communications Officer plays a key role in building and enhancing the culture of our great organisation, turning information into inspiration, supporting change management initiatives and motivating employees to thrive in their careers at Cardinia.

## KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

- Develop and implement imaginative internal communication plans and campaigns, using a range of mediums, that inspire and motivate employees and raise awareness about key organisational messages and initiatives.
- Produce a monthly internal electronic newsletter that includes team profiles and engaging stories that support employees in staying connected with each other and with Council values and initiatives.



- Assist with the production of videos for internal communication channels, including the CEO newsletter, monthly staff newsletter and digital screens.
- Plan and prepare speeches for Council-hosted or attended events where required.
- Provide advice and support to the organisation regarding internal communications, including approach, communication tools, content, monitoring and insights.
- Monitor, evaluate and produce reports as required on the management and performance of internal digital communication campaigns.
- Build relationships with key internal or external partners to source content for internal communications.
- Provide support for the effective operation and administration of Council's intranet as a key internal communications tool.
- Work with other members of the Communications and Engagement Team to produce content for use across all Council communication channels including Council's website.
- Attend events, both internal staff events and external events such as project launches, ministerial events and media opportunities as required, to capture footage through videography and photography.
- Draft, edit, and coordinate content for media releases, newsletters, social media, website updates, advertisements, and other communication materials to support external communication requirements where required.
- Develop and maintain templates that support and enable internal departments to 'self-serve' their own communication needs efficiently where required.
- Work with the Brand and Graphic Design Advisor to ensure all internal communications reflect Cardinia's voice and values.
- Provide communications support during emergencies where required.

#### **POLICY AND PROCEDURE COMPLIANCE**

- Adhere to (and promote) HR, IT, OH&S/Risk Management policies, procedures and practices.
- Demonstrate understanding and accountability for record keeping policy including the accuracy and capture of data, the sensitivities involved and the release and destruction of documents.

#### **OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES**

- Take reasonable care for the health and safety of yourself and others in the workplace, ensuring we provide and maintain a working environment that is safe and without risk to the health of employees, contractors, visitors and the general public, as far as is reasonably practicable.
- Ensure all legislative and regulatory responsibilities are addressed and met in relation to occupational health and safety.
- Responsible for ongoing consultation with employees, employee health and safety representatives and supervisors to identify and eliminate hazards and risks in the workplace.
- Ensure hazards, incidents, near misses and injuries are reported immediately and recorded within the appropriate system.
- Actively participate in the planning and execution of Return-to-Work plans as required.

#### **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

- Freedom to act set by clear objectives with frequent consultation with supervisor and a regular reporting to ensure adherence to plans.
- Decisions and actions taken are subject to review by the supervisor.
- Act in accordance with position objectives, with regular reporting to ensure adherence to position goals and objectives.
- Make operational decisions within the scope of work allocated.
- Accountability for the quality, accuracy and effectiveness of work produced.
- Freedom to act in accordance with legislative requirements and organisational policies and processes.

## **JUDGMENT AND DECISION MAKING**

- Objectives of the work usually well defined, but method, technology, process or equipment must be selected from a range of available alternatives.
- Guidance and advice is usually available within a time to make a decision.
- May involve problem solving using guidelines, professional/technical knowledge or experience.

## **SPECIALIST KNOWLEDGE AND SKILLS**

- Ability to develop and maintain effective relationships with a diverse range of stakeholders to achieve desired outcomes.
- Ability to research and analyse information and prepare reports for consideration.
- Demonstrate initiative in managing work outcomes, opportunities, and challenges.
- An understanding of the long-term goals of the wider organisation and of its values and aspirations and a understanding legal and political context in which it operates.
- Possess a knowledge of systems and protective factors around keeping children and young people safe including child first and child protection reporting/services including Child Safe Standards.

## **INTERPERSONAL SKILLS**

- Possess excellent communication and interpersonal skills with the ability to clearly articulate and present information as required.
- Ability to work independently yet be an effective member of a multidisciplinary team.
- Ability to gain the cooperation, assistance and trust of other employees with the organisation.
- Provide high-quality support and guidance with a demonstrated ability to work collaboratively.
- Proven ability to build and maintain productive and respectful relationships.
- Proven ability to maintain high levels of confidentiality.
- Effective customer service skills, with a strong desire to provide helpful and accurate advice and assistance to employees.

## **MANAGEMENT SKILLS**

- Ability to ensure accuracy of written and verbal communication in a busy environment.
- Ability to operate in an environment with demanding workloads and time constraints.
- Develop and implement processes and provide support to the organisation when change is required.
- Ability to manage own time, set priorities and achieve targets within allocated budgets and resourcing, and where appropriate, that of other employees.
- Contribute to a collaborative and innovative values-based culture.
- Foster innovation and make suggestions to improve work practises and processes.

## **QUALIFICATIONS AND EXPERIENCE**

- Tertiary qualifications (degree or diploma) in related field, industry qualification and/or equivalent experience in a comparable environment.
- Communication and interpersonal skills with the ability to clearly articulate and present information as required.
- A current Victorian Drivers Licence

## **KEY SELECTION CRITERIA**

- Exceptional written and verbal communication skills with a flair for creativity.
- Proficiency in using communication tools and platforms such as intranet systems and email marketing software.

- Communication, negotiation and interpersonal skills with the ability to clearly articulate and present information as required.
- Proven experience in producing creative communication materials for internal or external audiences.
- Able to make sound decisions based on experience and good judgement.
- Ability to deal effectively, diplomatically and confidentially with enquiries and concerns.
- Effective customer service skills, with a strong desire to provide helpful and accurate advice and assistance to employees.

## CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2024 and Cardinia's policies and procedures.

**Tenure** This is a full-time position.

**Pre-employment checks** All appointments are subject to a National Police Record Check, pre-employment medical check, and a six-month probationary period (new employees only). Certain positions may also require a Financial Background Check, Traffic Check or Working with Children Check.

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