

POSITION DESCRIPTION

Position Title	Internal Communications Officer	Classification	Band 5
Directorate	Corporate Services	Department	Communication, Engagement and Customer
Direct Reports	None	Date	September 2026
Reports to	Team Leader Strategic Communications		

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

- Act in accordance with position objectives, with regular reporting to ensure adherence to position goals and objectives.
- Making operational decisions within the scope of work allocated.
- Accountability for the quality, accuracy and effectiveness of work produced.
- Formal input into policy development within their area of expertise and/or management.
- In positions where the prime responsibility is for resource management, the freedom to act is governed by policies, objectives and/or budgets, with a regular reporting mechanism to ensure achievement of goals and objectives.
- In positions where the prime responsibility is to provide specialist advice to clients or to regulate clients, the freedom to act is subject to regulations and policies and regular supervision. The effect on individual clients of decisions and actions may be significant but is usually subject to appeal or review by more senior employees.

JUDGMENT AND DECISION MAKING

- Operate in a specialised environment with methods, procedures and processes developed from theory or precedent.
- Problem solving may involve the application of these techniques to new situations.
- The work may involve improving and/or developing methods and techniques generally based on previous experience.

- Exercise judgement, considering operational requirements, utilising existing policies and procedures, relevant legislation and the Enterprise Agreement to make decisions, with review from more senior employees.
- Work involves the application of improvement suggestions, recommendations and problem solving.
- Guidance and advice is available however, the incumbent must display independent ability and knowledge when making decisions.

SPECIALIST KNOWLEDGE AND SKILLS

- Ability to develop and maintain effective relationships with a diverse range of stakeholders to achieve desired outcomes.
- Demonstrate initiative in managing work outcomes, opportunities, and challenges.
- Demonstrate specialised analytical and problem-solving skills to continuously improve the customer experience whilst utilising council resources efficiently.
- An understanding of the long-term goals of the wider organisation and of its values and aspirations and of the legal and political context in which it operates.
- Possess a working 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.
- Capable of producing sound and confident decisions and solutions within critical timelines.

INTERPERSONAL SKILLS

- Possess excellent communication (written and verbal) and interpersonal skills with the ability to clearly articulate and present information as required.
- Ability to gain cooperation and assistance from clients, members of the public, other employees in the administration of well-defined activities.
- Ability to liaise with counterparts in other organisations to discuss specialist matters and within the organisation to resolve intra-organisational problems.
- Demonstrate self-awareness and a commitment to personal growth.
- Display resilience and agility in a changing work environment.
- Proven ability to build and maintain productive and respectful relationships and partnerships.
- Ability to work effectively as part of team to deliver positive organisational outcomes.
- 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 staff.

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.
- Ability to make independent decisions, demonstrate good judgement and initiative, and work with autonomy.
- Managing time, setting priorities, planning and organising own work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Contribute to a collaborative and innovative values-based culture.
- Foster innovation and make suggestions to improve work practises and processes.

QUALIFICATIONS AND EXPERIENCE

- Degree or diploma and some relevant experience OR lesser formal qualifications with substantial experience (or through substantial relevant experience in the field of specialist expertise) OR through substantial relevant experience in the field of specialist expertise.
- Communication and interpersonal skills with the ability to clearly articulate and present information as required.
- Experience using a range of digital publication and content management systems.
- A basic understanding of HTML is desirable.
- 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 ongoing 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.