



South Australian Native Title Services

## Position Description

<b>Position Title:</b> Communications Officer	<b>Level:</b> NTS 4.1-4.3	<b>Division:</b> Business Services
<b>Reports To:</b> Business Services Manager		<b>Direct Reports:</b> 0
<b>Primary Objective:</b>		
<p>South Australian Native Title Services (SANTS) is a company limited by guarantee and established under s203FE(1) of the <i>Native Title Act 1993</i> (Cth) to be the Native Title Service Provider (NTSP) for South Australia to carry out all the functions of a representative body as set out in S203B of the Act. SANTS works co-operatively with a range of other native title providers, corporate bodies, clients and employees to deliver the SANTS Strategic Plan.</p> <p>The Communications Officers works in the Business Services team to provide whole of organisation support of internal and external communications for the SANTS Organisation. This includes working to achieve greater organisational capability in delivering the SANTS Strategic Plan.</p> <p>Key Objectives include:</p> <ol style="list-style-type: none"> <li>I. Work with Business Services Manager to provide an internal and external communications function to the SANTS Organisation.</li> <li>II. Consult with the SANTS Management to facilitate and produce internal and external communications for Staff, Clients and Stakeholders.</li> <li>III. Engage with native title groups and other partners as necessary.</li> <li>IV. Work as part of the Business Services team in delivering the strategic objectives of the SANTS Organisation.</li> </ol>		

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Position Dimension and Decision Making Authority:	Key Communication Contacts:	
<p><b>Without referral to the Business Services Manager:</b></p> <ul style="list-style-type: none"> <li>• Management of own workload</li> <li>• Production of internal communications</li> </ul> <p><b>After Consultation with the Business Services Manager /CEO:</b></p> <ul style="list-style-type: none"> <li>• Providing information on Business Services initiatives</li> <li>• Production of Corporate Communications</li> </ul> <p><b>Referred to Business Services Manager:</b></p> <ul style="list-style-type: none"> <li>• Capital expenditure</li> <li>• Supplier management</li> </ul>	Contact/Organisation	Purpose/Frequency of Contact
	Business Services Manager	Daily <ul style="list-style-type: none"> <li>• Direction and achievement of all accountabilities and objectives.</li> <li>• Accountable for all position deliverables</li> </ul>
	Management Team	As required <ul style="list-style-type: none"> <li>• Provide support, advice and assistance.</li> </ul>
	Staff	Daily <ul style="list-style-type: none"> <li>• Participate as part of the SANTS Team.</li> </ul>
	External bodies, Consultants and Clients	As Required <ul style="list-style-type: none"> <li>• To provide and receive information.</li> </ul>

Key Accountabilities:		
Key Result Area	Duties may include but are not limited to;	Performance Measures:
<b>Business Services and organisational support</b>	<p>Work with Business Services Manager to define priorities for communications and structure updates to the Board and SANTS Management Team</p> <p>Work with Business Services team on achieving outcomes for the SANTS Organisation.</p> <p>Contribute to the development and implementation of SANTS communications policy and strategy to establish and maintain effective internal and external communications.</p>	
<b>Internal communications</b>	<p>Contribute to maintaining effective communications across the organisation and with clients and stakeholders</p> <p>Develop and maintain SANTS internal communications including support to CEO and Leadership Group.</p> <p>Update and ensure maintenance of the SANTS intranet.</p>	Staff satisfaction
<b>External communications</b>	<p>Write and oversee the production, development, promotion and distribution of Aboriginal Way quarterly newspaper.</p>	Staff satisfaction. Timely delivery

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	<p>Produce, distribute and promote the weekly radio program Aboriginal Way radio.</p> <p>Update and maintain Aboriginal Way online news service</p> <p>Maintain and monitor SANTS' social media presence</p> <p>Work closely with the CEO and SANTS Management Team in producing the Annual Report and Corporate Communications.</p> <p>Develop and maintain SANTS website, delegating administrative level work within the Business Services Team.</p> <p>Contribute to the production of SANTS corporate publications including Annual Reports, Strategic Plans, fact sheets and brochures</p> <p>Cover SANTS and other relevant related events and activities and develop articles for publication in SANTS and other media</p> <p>Identify and develop key communication channels to assist with the promotion of the SANTS achievements, programs and projects.</p> <p>Identify and participate in the development of new and innovative communication initiatives.</p> <p>Provide advice to SANTS Management Team and CEO on communications and media engagement. Act as first point of contact for all media enquiries to SANTS.</p> <p>Prepare communications' advice and briefs to support SANTS to maintain positive and constructive relationships with clients, partners and stakeholders.</p> <p>Coordinate and manage communication projects and initiatives to deliver milestones and outcomes in an effective and timely manner.</p> <p>Utilisation of the SANTS records management system (including use of Content Manager).</p>	
<p><b>Communications services to native title groups</b></p>	<p>Prepare advice and briefs to native title groups in relation to their communication aspirations, opportunities and needs.</p> <p>Deliver services to clients to support their communication aspirations, opportunities and needs</p> <p>Work with Corporate and Community Development Manager and team in connecting with native title groups</p>	<p>Client satisfaction</p>
<p><b>Team Membership</b></p>	<p>Actively participate in and contribute to the realisation of a positive work environment.</p> <p>Participate in the Performance Management process at SANTS.</p>	<p>Participation in Performance Management system and development opportunities.</p>

	<p>Actively contribute to team's activities and outputs and take a shared responsibility for the achievement of team outcomes.</p> <p>Contribute to the Finance Team and maintain effective liaison with other sections within SANTS.</p> <p>Actively participate in SANTS internal forums, staff meetings and other relevant activities.</p> <p>Generate solutions through team commitment.</p> <p>Share expertise and actively participate in decision making, where appropriate.</p>	
<b>Workplace, Health and Safety</b>	<p>Take reasonable care for own safety and others in the workplace.</p> <p>Participate in Risk Management activities within areas of responsibility</p> <p>Participate in the identification and assessment hazards and risks in work areas</p> <p>Support Workplace Health and Safety initiatives, including compliance with WHS Policies and Procedures and systems.</p> <p>Report any unsafe situations, hazards or incidents.</p>	<p>Knowledge of Workplace, Health and Safety.</p> <p>Annual training.</p> <p>Completion of Risk Assessments</p> <p>Ensuring correct use of safety devices and personal protective equipment</p>
<b>Equal Employment Opportunity</b>	<p>A commitment to the principles of equal opportunity, diversity and mutual respect for SANTS clients, employees and our business.</p>	<p>Knowledge of EEO</p>
<b>SANTS Specific</b>	<p>Some inter and intrastate travel may be required dependent on client needs.</p> <p>Due to the not for profit nature of our work, employees may be required at times to provide support to other parts of the SANTS business (within the context of their skills and capabilities) in order to provide the best service possible to our clients.</p> <p>An interest in Aboriginal cultures and working in partnership in the field of Native Title is an important element of all roles at SANTS.</p> <p>Any other duties as required within the context of skill set.</p>	<p>N/A</p>

<b>Key Challenges</b>	<b>Qualifications and Experience</b>	<b>Core Competencies</b>
<ul style="list-style-type: none"> <li>Balancing competing priorities</li> <li>Working in a constrained budgetary environment.</li> </ul>	<ul style="list-style-type: none"> <li>Tertiary or Vocational Qualifications [or studies towards].in relevant area (e.g., Journalism, Media, Communications, Public Relations), or equivalent demonstrable experience</li> <li>Two years of experience in appropriate similar role (i.e. Communications, media, public relations, production or journalism).</li> </ul>	<ul style="list-style-type: none"> <li>Excellent written, interpersonal and verbal communication skills</li> <li>Analysis and problem solving skills</li> <li>Attention to detail</li> </ul>

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	<ul style="list-style-type: none"> <li>• Ability to work as a team member, including well developed interpersonal and relationship building skills</li> <li>• Ability to establish and maintain positive and constructive relationships with clients and external stakeholders</li> <li>• Research and interview skills</li> <li>• High level of computer literacy; sound working knowledge of Microsoft Office software</li> <li>• Strong time management and organisational skills.</li> <li>• Proven ability to communicate clearly, concisely and effectively both verbally and in writing with people at all levels, including proven ability to consult and liaise effectively and establish and maintain relationships with a broad range of people.</li> <li>• Strong administrative skills</li> <li>• Demonstrated knowledge of and commitment to the principles and practices of Equal Employment Opportunity, and Workplace Health and Safety.</li> <li>• Training in the area of workplace, health and safety (preferable).</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated ability to work flexibly within tight time schedules and in accordance with variable workload demands</li> <li>• Self motivated and driven</li> <li>• South Australian Driver's License</li> </ul>
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<b>Acceptance:</b>		
<p>I understand and agree that this Position Description gives a general outline of the duties and that from time to time, it may be necessary for SANTS to amend the position requirements in response to the changing nature of the work environment (in accordance with SANTS Policies and Procedures and the SANTS Enterprise Agreement). I acknowledge that I have been given reasonable time to read and consider this Position Description and confirm that I understand and agree to perform the duties in this Position Description.</p>		
<b>Name:</b> <hr/>	<b>Signature:</b> <hr/>	<b>Date:</b> <hr/>