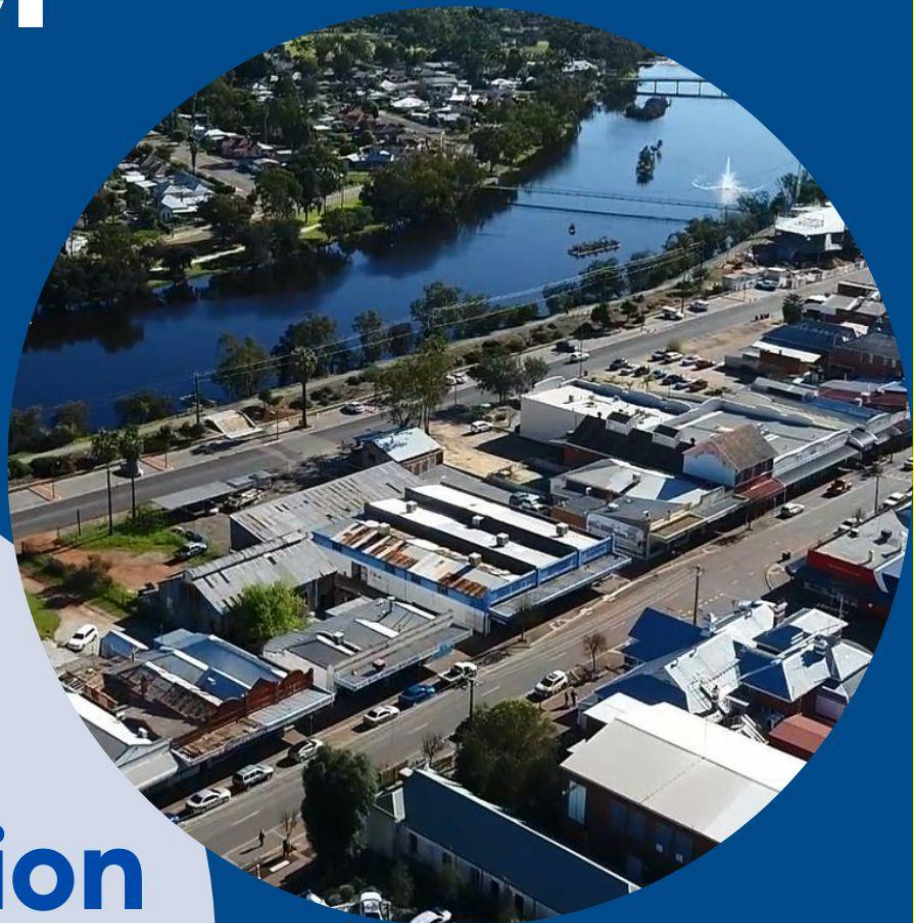




Shire of Northam
Heritage, Commerce and Lifestyle

Digital Communications Officer



**Position
Description**

Position Summary

Department:	Office of the CEO
Reports to:	Manager Engagement and Communications
Objective:	Provide skills and knowledge in a range of communication and engagement techniques with a priority in desktop publishing social media management, content creation, media engagement and events.
Work Location:	Create 298
Award/Level:	Local Government Industry Award 2020, Level 6/1
Date Revised:	September 2024

Our Mission:

To deliver responsive, sustainable services in a manner that preserves and enhances our environment and lifestyle.

Our skilled and professional workforce embraces our mission and corporate values; they form the basis of how we behave in the workplace and conduct the business of the Shire of Northam.

Our Corporate Values:

- * **Safe** -focus on importance of safety in the organisation
- * **Open** - engage in two way communication, with transparency and trust
- * **Accountable** - know what you are responsible for, take ownership and deliver
- * **Respectful** - demonstrate respect for others skills, knowledge and differing value systems

Outcomes

- Provide the public-facing communications function for Shire of Northam's projects and business initiatives.
- Liaise internally with program staff on article submissions and other content.
- Coordinate and publish regular eNews to subscribers, including website article uploads and social media posts.
- Desktop publishing.
- Key Stakeholders are engaged and participating in Shire of Northam's projects
- Provide access to information in the community
- Provide administrative support to aid project delivery.
- Provide purchasing support to aid project delivery, including raising of purchase orders and processing of accounts.
- Provide front counter and telephone reception services at Create 298.
- Respond to public enquiries as required on social media, telephone and face-to-face.
- Ensure the Shire's website and social media platforms remain up to date and aligned to corporate brand.
- Assist and undertake graphic design work as required for production of marketing collateral such as adverts and flyers to promote Shire's activities and events by increasing community awareness.
- Develop, maintain and update data bases and other relevant information
- Research and draft correspondence where required.
- Ensure records are maintained in compliance with policy, procedures, and standards
- Take photographs and video content and maintain the Shire's image library
- As the program expert, create, develop, and manage Smart sheets and support other staff in understanding how to use the System.
- Manage the supplies at Create 298 and restock when necessary.
- As Promapp Process Champion – manage the Community Services processes ensuring they are up to date with regular reviews and assist in developing new processes. Also includes conducting the monthly workplace inspections.
- Manage all booking of Create 298 which includes raising invoices, room setup and pack-up.
- As a global admin on Spark, create, develop, and manage many of the Shire of Northam's website pages and provide advice and support to other staff in understanding how to use Spark.
- Assist in monitoring budgets, outstanding purchase orders and aiding Create 298 staff in how to navigate and operate Synergy software effectively.
- Provide set up and support to Events as required by the Events Coordinator.
- Any other duties consistent with the level of the position as directed.

Organisational

- Embrace, support and participate in change to assist in achieving the Shire's goals and objectives.
- The ability to maintain strict confidentiality is an essential requirement of all employees of the Shire.
- Actively participate in the ongoing development, compliance and promotion of professional customer service standards.
- Recommend changes or strategies which promote a 'Continual Improvement' and 'Best Practice' approach to service delivery.
- Promote, maintain, and improve the working environment and practices to ensure compliance with Industrial Awards, Work Health and Safety, Diversity Equal Employment Opportunities (EEO) legislation and Council's Policies and Procedures.

Work Health and Safety, Employee Requirements

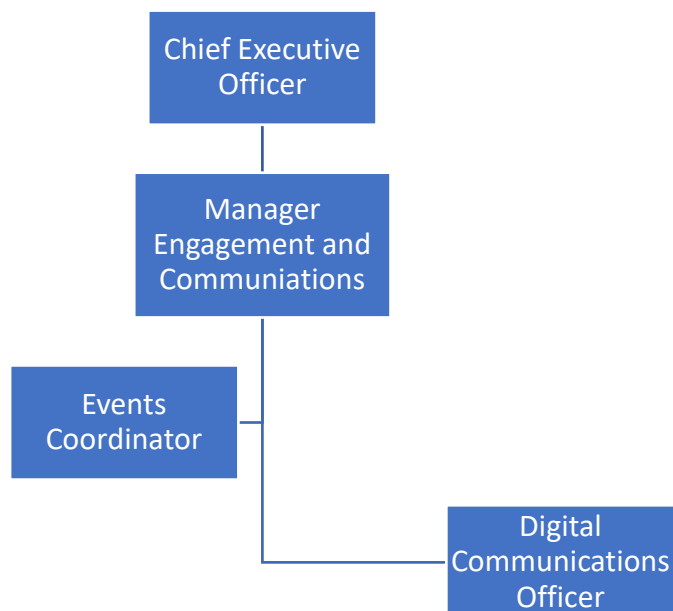
Employees are responsible and accountable for:

- Complying with workplace procedures for risk identification, risk assessment and risk control
- Participation in activities associated with the management of workplace health & safety.
- Identification and reporting of health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace
- Correct utilization of appropriate personal protective equipment
- Promote, maintain, and improve the working environment and practices to ensure compliance with Industrial Awards, Workplace Health & Safety, EEO legislation and Council's Policies and Procedures
- Ensure that safety inspections are carried out at all events, and that events are conducted in line with relevant risk management plans and guidelines.

Authority and Accountability

This position operates under the direction of the Manager of Activation and Community Development within clearly established guidelines, procedures and policies of Council.

POSITION REQUIREMENTS		
Documents	Essential	Desirable
<ul style="list-style-type: none">• Hold a current unrestricted C Class national drivers licence	✓	
<ul style="list-style-type: none">• Provision of a current National Police Clearance	✓	
Skills and Abilities		
<ul style="list-style-type: none">• Sound interpersonal, public relations and customer service skills with the ability to liaise at all levels and work in a team environment.	✓	
<ul style="list-style-type: none">• Sound problem solving skills, with the ability to worker under pressure, and be well organised.	✓	
<ul style="list-style-type: none">• High level of computer literacy and proficiency including use of Microsoft Office Suite and Desktop Publishing.	✓	
<ul style="list-style-type: none">• Highly developed literacy and numeracy skills.	✓	
<ul style="list-style-type: none">• Knowledge and experience in marketing and media, including social media.	✓	
<ul style="list-style-type: none">• Working knowledge and understanding of the operations and obligations of Local Government practices and procedures.	✓	
<ul style="list-style-type: none">• Working knowledge of project planning and implementation.		✓
<ul style="list-style-type: none">• Knowledge and understanding of community development principles and practices.		✓



GENERAL PHYSICAL REQUIREMENTS

Task	Mainly	Frequently	Occasionally	N/A
Stand			✓	
Walk			✓	
Sit	✓			
Handle			✓	
Reach			✓	
Climb/Balance			✓	
Crouch/Kneel			✓	
Talk/Hear		✓		
Taste/Smell			✓	

Authorisation and Acknowledgement

I acknowledge that I have read and understood the key objectives, duties, responsibilities and other requirements as outlined in this position description.

I understand that this position description provides general guidance regarding the purpose of the position and my responsibilities.

Furthermore, I acknowledge that this position description may be amended from time to time to reflect changes to the position or Shire requirements.

Employee Signature:

Date:



Shire of Northam
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