

Position Description

Position title:	Communications Coordinator
Reports to:	Communications Manager
Direct reports:	Nil
Date:	June 2022

Organisational Context

Transport Certification Australia is a national organisation that provides assurance services relating to transport technologies and data to enable improved public purpose outcomes from road transport.

Priority outcome areas enabled by TCA services include improved road safety, transport efficiency, freight productivity, asset management and sustainability.

TCA provides four broad categories of service:

- Assurance
 - Certification of service providers, telematics applications and data
 - Type approval of devices and systems, including telematics and on-board mass systems
 - Auditing of service providers, applications, and data
- Administration
 - Administration of the National Telematics Framework, including its rules, specifications, agreements, and digital infrastructure
 - Support for applications, schemes, and other initiatives on behalf of key stakeholders
- Analysis and reporting
 - Standardised and ad-hoc data analysis, reporting and data provision to support compliance, policy, planning, investment, and operational decision making
 - Managing the Telematics Analytics Platform to support user access to data and reporting services
- Advice
 - Provision of authoritative information and advice on current and emerging transport technologies and data, and associated services

TCA promotes a culture of professionalism, innovation, and integrity, with a commitment to accountability, quality, and excellence in the delivery of all TCA programs and services.

We recognise the unique skills and abilities of each individual, who come from a wide range of disciplines and backgrounds. We support our people through ongoing development and learning opportunities and create a supportive team environment for all our staff. We strive to be an employer of choice.

The TCA office is based in Melbourne.

The Role

Purpose of the Role

The Communications Coordinator is a support role for the Strategy and Delivery Division. In this role, you will support communications, events, project-related and engagement activities.

The role will work closely with a range of disciplines and personnel across Strategy and Delivery, and assist with planning, project management and communications delivery towards the realisation of TCA's business focus and strategic plans.

Major Responsibilities / Accountabilities

The Communications Coordinator will be required to support projects relating to:

- Strategic Communications and Engagement, including website management
- The National Telematics Framework (NTF) Scheme Harmonisation & Expansion
- Supporting the delivery of communications projects within the Strategy and Delivery Division's work program, including preparing and maintaining project delivery reporting and documentation
- Supporting the engagement process with external consultants/ stakeholders in the gathering of requirements, and contributing to improved project delivery
- Supporting relationship building with key internal and external stakeholders in events including information sessions, forums, conferences and webinars, aligned with the broader engagement strategy
- Producing content for a variety of channels include the website, events materials, social media and other communication platforms.

Key Stakeholder Interfaces

- Communications Manager
- Business Integration Manager
- Specification Manager
- Strategic Development Manager
- General Manager, Strategy and Delivery
- General Manager, Operations.

The Person

Qualifications, Knowledge and Experience

- Relevant tertiary qualifications in a communication, project management, events management or business engagement related discipline or relevant industry experience.
- Highly developed oral and written communication skills.
- Relevant experience in project coordination, including the use of project management tools (eg. Vision)
- Good interpersonal skills with the ability to liaise effectively with stakeholders at all levels.
- Ability to work within a small organisation with a flexible, cooperative approach.
- Relevant experience in event support or communications.
- Strong computer competencies, particularly with Microsoft Office applications, and including:
 - Advanced skills in Microsoft Office (Word, Excel and PowerPoint) – essential
 - Event management system administration (Teams, Zoom etc.) – essential

- Using EDM systems (Vision6, Campaign Monitor, MailChimp etc.) – essential
- Social media experience (LinkedIn, Twitter etc) – essential
- Content management systems (CMS) website administration (WordPress etc.) – highly regarded
- Design programs (InDesign, Photoshop and Illustrator) – highly regarded
- Ability to work to tight deadlines.
- An active self-starter demonstrating initiative/being proactive.
- Proven analytical thinking and problem-solving skills, coupled with relationship-building and stakeholder management skills to work with, and through, others at all levels

Personal Qualities

- Ability to work in a dynamic setting, with a demonstrated capability to resolve ambiguity, make decisions, balance priorities, and adapt to changing demands and conditions
- Willingness to contribute to, and where necessary prioritise, team outcomes to achieve an optimal result for TCA's stakeholders
- Demonstrated ethical behaviour.