Position description

Internal Communications Manager

Position title: Internal Communications Advisor
Division/Department: Community Relations
Position number: 
Remuneration range: 
Position reports to: Head, Communications and Marketing
Positions reporting to this one: none

Classification: TBA
Work location: Parkville
Employment type: 0.8 FTE
Further information: 
Closing date:

Position overview

The Internal Communications Manager is responsible for the development and management of the Walter and Eliza Hall Institute’s internal communications activities such that awareness is raised of organisational initiatives and activities with a view to facilitating change and increasing staff and student engagement.

The position is also responsible for the continued management of the institute’s intranet, e-newsletter and digital internal communications channels.

In consultation with the Head, Communications and Marketing, and other organisational leaders, the Internal Communications Manager will develop and implement innovative communications strategies for predominantly internal audiences. The position will also identify, develop, manage and exploit new communication opportunities for the benefit of the institute. The Internal Communications Manager will collaborate with institute staff to develop content for the institute’s intranet and internal communication channels and to develop proposals and implement projects.

Organisational environment

The Walter and Eliza Hall Institute of Medical Research
The institute, established in 1915, currently houses 15 research divisions, containing around 76 laboratories and 800 staff, with an annual budget of approximately A$100 million.

The institute’s research focuses on cancer (breast, cancer, leukaemia, lymphoma, multiple myeloma, lung cancer, colon cancer, and ovarian cancer), infectious disease (malaria, tuberculosis, HIV, and hepatitis) and chronic inflammatory and immune diseases (coeliac disease, type 1 diabetes, rheumatoid arthritis and transplantation) and continues a strong tradition of collaboration and interdisciplinary programs. The institute retains a strong national and international reputation for performing highly influential research and for translation that leads to long term improvements in disease, diagnosis and treatment.

The institute’s main laboratories are located within the Parkville precinct, a vibrant hub for life science research, education and healthcare provision.
Organisational objectives

Discovery
To make discoveries in medical biology that shape contemporary thinking and paradigms and enhance the understanding and treatment of disease.

Translation
To convert our discoveries into improvements in disease diagnosis, prevention and treatment.

Education
To develop and enrich the skills and experience of students and staff, allowing each person to realise their potential and contribute to a vibrant campus.

Engagement
To engage with the community and develop support for medical research generally and the institute's mission specifically.

Sustainability
To build an infrastructure, funding and research capacity that enables the institute to fulfil its mission in a sustainable manner.

Organisational values

- Excellence in science, innovation, education and communication
- Creativity and inventiveness
- Diversity of thought
- Integrity
- Collaboration
- Mutual respect
- Honesty and transparency
- Ethical and social responsibility
- Equality of opportunity
- Continual improvement

Key responsibilities

Internal communications policy and strategy

- Develop, implement and evaluate plans, policies and actions for improving the efficiency and effectiveness of the institute's internal communications
- Provide monthly reports on the effectiveness of internal communications strategies and activities
- Develop, refine and communicate policies, procedures and templates relating to internal communications
- Ensure internal communications comply with the institute's editorial style guide, web style guide, branding guidelines and best practice accessibility and useability guidelines
- Represent the institute's internal communications activities at high-level institute forums and in relevant committees
- Review communications-related software applications for their capacity to meet departmental requirements
Leadership

- Deliver a pro-active service and build on and improve service delivery
- Interact with colleagues in a manner that motivates and empowers them and delivers maximally to the institute
- Manage project teams as required

Intranet management

- Manage day-to-day development and maintenance of the institute's intranet
- Liaise with the Information Technology Services team to develop and improve functionality to ensure content is delivered in an engaging manner
- Deliver the internally-focused components of institute communications campaigns
- Liaise with staff and students to update content and align to online publishing best practice
- Manage conversion of institute content for online publication
- Develop, implement and evaluate opportunities for exploiting online tools via the intranet
- Provide intranet content management system training to staff and students, including accessibility and best practice
- Develop and implement change management processes for informing staff and students of significant changes to the intranet
- Exploit intranet content and meta data to maximise search functionality
- Implement governance processes with senior management consultation
- Manage compliance with branding, accessibility and usability guidelines

Internal communications

- Manage the institute’s internal communication channels
- Develop, implement and evaluate internal communications strategies
- Develop, implement and evaluate internal engagement activities
- Manage and implement the internal newsletter editorial process
- Encourage Professional Services teams to contribute to internal communications
- Deliver organisational change through internal communications and promote staff engagement

Relationship building

- Collaborate with staff and students to develop communication opportunities and outcomes
- Liaise with institute partners, collaborators and consultants to maximise the institute’s communication capabilities
- Work as part of the Communications and Marketing team
Key selection criteria

Personal qualities

- Highly developed interpersonal, written and oral communication skills with demonstrated ability to write clearly, concisely and appropriately for specific audience groups
- Ability to work within a team environment and take a leadership position when required
- High level of organisational skills with proven ability in setting priorities and operating within set deadlines
- Well-developed analytical and problem solving skills
- Ability to work with people at different levels, negotiate, network and influence

Knowledge and skills

- A tertiary qualification in journalism or communications or substantial background in communications or a related area
- Advanced working experience in the development and delivery of online communications strategy and planning
- Knowledge of contemporary media and communications mediums and an ability to apply such knowledge to complex issues and a wide audience
- Experience working with content management systems is essential
- Organisation-wide project management experience (desirable)

How and where to apply

Applicants are encouraged to submit a cover letter, current resume and three referees to jobapplications@wehi.edu.au quoting the position number.

Please address each of the key selection criteria separately in a written document.

Occupational Health and Safety

- Comply with institute Health and Safety Policies and Procedures
- Take reasonable care of own safety and the safety of others around
- Use Personal Protective Equipment (PPE) and safety devices appropriately
- Report all hazards, incidents and injuries
- Attend training programs as documented in individual training needs matrices

Diversity

The Walter and Eliza Hall Institute is an Equal Opportunity Employer.
The institute encourages and welcomes interest from Indigenous Australians for roles within the institute.

Privacy notification

The collection and handling of declarations and personal information relevant to your employment will be consistent with the requirements of the Information Privacy Act 2000.