

Position Title	Internal Communications Coordinator
Group/Portfolio	Marketing and Communications
Classification	HEW 5
Position Number	00042149
Reports To	Head of Student Communications and Engagement
Employment Type	Continuing

1.0 Position Purpose

The Internal Communications Coordinator will help raise the University's profile with staff and students through effective leveraging of mainstream and niche media. The position is responsible for creating and developing a range of internal communication content, including digital broadcasts, websites, and social media, aligned with the University's brand and identity guidelines. The position will monitor engagement with internal communications channels to identify opportunities for continuous improvement and enhance the staff and student experience.

2.0 Eligibility Requirements

- The occupant of this position will hold a degree in Journalism, Communications or Public Relations or an equivalent combination of relevant experience and/or education and training.

3.0 Key Responsibilities

- Review and update communications schedules, calendars and online systems to ensure currency and accuracy of information.
- Create and deliver internal communication content that effectively communicates important information to staff and students.
- Execute staff and student communication and engagement strategies and associated plans.
- Contribute to the development of business processes and protocols specific to communication with staff and students to improve business efficiency and the student experience.
- Extract and prepare accurate data reports for internal communications channels to identify opportunities to maximise engagement and reach. Interrogate data and problem solve when data issues arise.
- Contribute to written reports on communication activities, including the analysis of data for communication campaigns and digital communications.
- Build and maintain good working relationships and open communication with staff within Marketing and Communications, as well as other internal stakeholders.

- Provide support to the Head of Student Communications & Engagement and Senior Internal Communications Officers in the development and delivery of internal communications content, surveys, training resources, presentations and key projects as required.
- The position may be required to take on other marketing and communication responsibilities, commensurate with the expectations of a role at this level, which contribute to the overall objectives of the work unit.
- Ensure compliance with relevant legislation, Griffith University Visual Identity and Style Guides and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same.
- Be a leading example of the principles and values embodied in the University's Code of Conduct, and behave, act and communicate at all times to reflect fairness, ethics and professionalism.

4.0 Key Capabilities

- Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates' success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the Leads Self section of our [Capability Development Framework](#).