

Position description

Position title	<i>Internal Communications and Engagement Adviser</i>
Group / Branch	<i>Strategy and Stakeholder / Marketing, Communications and Engagement</i>
Reports to (Title)	Employee Communications and Engagement Team Leader
Competency level	<i>Individual Contributor</i>

Job purpose

Deliver impactful communications focused on our customers, communities, people and environment – innovating with purpose and acting with care as we deliver essential water and wastewater services.

Key accountabilities

- Identify, write and publish positive internal communications in line with the organisation's strategy and employee communications framework.
- Support and/or assist with the organisation's intranet, including the delivery of enhancements that improve South East Water's employee experience.
- Arrange and create visual content, including photography and videography.
- Coordinate and/or assist with employee events and campaigns.
- Monitor performance of internal communications, measuring the effectiveness of campaigns and events, driving continuous improvement.
- Maintain and review communication protocols and guides to ensure employees are effectively approaching and implementing communications with key audiences.
- Help develop and deliver communication training programs for employees, enhancing basic skills and functional communication.
- Contribute to organisational communication activities as required, including briefs, feature stories, media releases, presentations and publications.
- Act as a Public Information Officer in the event of an incident, coordinating the strategy and practical resourcing of our public information response.
- Participate in and respond to an on-call duty roster, in the event of an issue or incident.

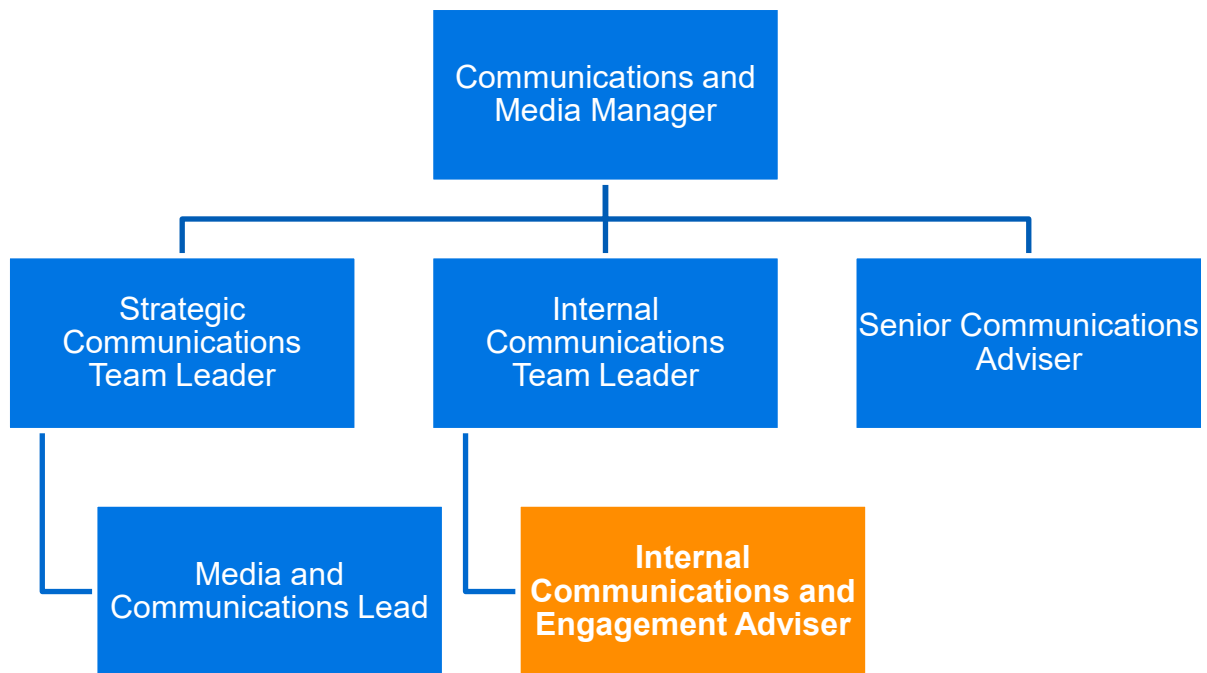
Knowledge, skills and experience

- Tertiary qualification in communications, public relations, journalism or related field.
- Minimum 3 years' experience in communications, media or community relations, in a large complex environment balancing proactive and reactive communications activities.
- Experience with Microsoft Office and design suites, including SharePoint, Teams, Canva or Adobe Creative.
- Experience coordinating public information in the event of an issue or incident.
- Ability to be a team player and build strong relationships with others, effectively working together to get interdependent work done.
- Ability to think creatively in continually improving the effectiveness of communications to customers, communities and people.
- Ability to assess unexpected situations and develop communications to navigate through change or uncertainty.
- Planning, influencing, negotiation and facilitation skills.

- Good verbal, interpersonal and written skills including an ability to produce communications plans and corporate collateral.

Dimensions

Organisational chart



Number of people managed:

No direct reports.

Size of budget managed:

Not applicable.

Value of assets managed:

Not applicable.

Ensuring a sustainable, resilient organisation:

Authorities outlined in [Instrument of Delegations](#) none

Compliance management responsibilities outlined in the [compliance and obligations register](#) none

Security for Critical Infrastructure identified role: No