

# Role Statement



## TITLE OF POSITION:

**Coordinator, Media, Engagement & Communications**

## CLASSIFICATION LEVEL:

**ASO-7**

### Organisation Overview

The Department of Planning, Transport and Infrastructure (DPTI) serves the South Australian community by providing safe, effective and efficient planning, transport and infrastructure networks across the state and facilitating development of the State's Infrastructure, in accordance with South Australia's Strategic Plan and the State Infrastructure Plan.

DPTI is a values based organisation and relies on its people to live the values through positive behaviours to improve outcomes for employees and all South Australians.

By working together we capitalise on a unique and powerful opportunity – to connect with every part of our community and deliver positive outcomes every day.

### Division

People and Business comprises eight directorates: Customer and Information Services, Procurement and Contracting, Finance and Risk, People and Performance, Commercial and Legal, Planning and Transport Policy, Enterprise Information Management and Capital Initiative.

The Customer and Information Services Directorate is comprised of three sections; Media, Engagement and Communication, Frontline Services and Information Services sections.

The Media, Engagement and Communications section provides a centralised service setting the strategic direction to facilitate integrated and coordinated internal and external communications and community engagement. The section is responsible for coordinating media, digital media, strategic communications and community and business engagement. It drives and delivers continual improvement to ensure timely and high quality delivery of information to customers, stakeholders and the community.

### Role Overview

The Coordinator, Media, Engagement and Communications is responsible for providing high level advice and leadership to staff within the media, communications and community engagement units. The Coordinator, Media, Engagement and Communications, will work within these teams to drive strategic planning in line with desired outcomes for business

Directorate:

Position Number:

ANZCO Code:

Location: #ASO7 template #9554247



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areas, projects, programs or initiatives. The Coordinator, Media, Engagement and Communications, will collaborate with the Manager, Media, Engagement and Communications, to manage and implement strategic plans that achieve these outcomes in line with relevant policies, procedures and practices while ensuring efficiencies are identified in integrating approaches and information-sharing within the wider section. The Coordinator, Media, Engagement and Communications, is responsible for overseeing the ongoing review of policies and procedures relevant to the section and also policy and procedural advice to the business units and State Government initiatives.

## Key Outcomes of the Role

The Coordinator, Media, Engagement and Communications, is required to undertake a wide range of activities which may include all or any of the following:

- a. Initiating, planning and delivering significant assigned agency programs, projects, systems and/or services that are consistent with the agency's objectives, including coordinating the implementation of change initiatives.
- b. Coordinating the resources and implementation processes for sensitive, innovative, critical or complex Statewide/service wide operations that demand a significant level of responsibility and decision making.
- c. Managing and motivating staff, clients and others in the achievement of difficult and sometimes conflicting objectives.
- d. Resolving complex issues with innovative solutions that are consistent with Agency objectives.
- e. Providing expert advice to senior management and external stakeholders regarding current relevant developments and their potential implications to agency policies and strategic plans.
- f. Leading, where required, high level research and analysis of complex and sensitive issues and / or policies..
- g. Contributing to a safe, diverse and healthy work environment free from discrimination and harassment by working in accordance with legislative requirements, the [Code of Ethics for the South Australian Public Sector](#), equal employment opportunity and departmental human resource policies, including Work Health Safety and Wellbeing requirements.
- h. Contributing to a high standard of customer service for internal and external clients and quality management and risk.

## Special Conditions and Essential Requirements

Out of hours work may be required.

This role has been classified as a position of trust. The incumbent is subject to a satisfactory criminal history / record check in line with departmental policies and procedures.

### **Person Capabilities**

- a. Demonstrated understanding of Aboriginal and Torres Strait Islander peoples' cultures and social issues, with the ability to recognise and address barriers to Aboriginal and Torres Strait Islander people's participation in departmental policies, programs and services.

- b. Facilitates DPTI's cultural change by leading, modelling and engaging the workforce to embrace and exhibit the DPTI values and behaviours including:
  - i. **Collaboration** – “At DPTI we work collaboratively as one team to serve the South Australian Community. This means our diversified teams work together to achieve our shared goals.”
  - ii. **Honesty** – “At DPTI we are honest, open and act with integrity. This means we are truthful, sincere and transparent in our decision making and act at all times in such a way as to uphold the trust of the people we work with.”
  - iii. **Excellence** – “At DPTI we are committed to excellence in everything we do. This means we use our energy, skills and resources to make whatever we’re doing the best. We are committed to ensuring the Health and Safety of our employees and customers.”
  - iv. **Enjoyment** – “At DPTI we enjoy our work and recognise our success. This means we have fun at work, celebrate our achievements and foster an environment where our people can thrive”.
  - v. **Respect** – “At DPTI we respect, understand and value ourselves and every person in our business. This means we listen, embrace diversity in others and have a consistent application in our approach to one another.”
- c. Drives a culture of integrity, professional accountability and diversity across the department and across government, and through community interactions in line with the SA Government's Code of Ethics and the *Equal Employment Opportunity Act 1987*.
- d. Drives a culture of commitment and accountability in the implementation of the Premier's Safety and Wellbeing Declaration and requirements of the *Work Health and Safety Act 2012*, utilising AS/NZS ISO31000:2009 Risk Management or equivalent.
- e. Delivers customer focused and strategically aligned services and practices and engages with stakeholders to successfully negotiate sensitive, critical or complex matters.
- f. Extensive experience in leading, motivating and influencing staff, driving and evaluating work objectives for improved service performance across strategically aligned functions.
- g. Demonstrates ability to act with urgency, apply and advise on broad discipline knowledge, formulate and suggest practical and innovative solutions, implement change and mitigate risk.
- h. Proven ability to work under broad directions in initiating, planning and delivering significant programs of work and providing timely, concise written and verbal communications to people at all levels.

Delegate Approval

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Name

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Signature

Date:     /     /