

Communications Coordinator – Content

Long Term / Short Term	Long Term	Classification	Level 14
Reports To	Communications Manager		

Pacific Labour Mobility Support Program (PLMSP)

Palladium is a global leader in the design, development, and delivery of Positive Impact – the intentional creation of enduring social and economic value. We work with governments, businesses, and investors to solve the world's most pressing challenges. With a team of more than 4,000 employees operating in 90-plus countries and a global network of over 35,000 experts, we help improve economies, societies, and, most importantly, people's lives.

The Pacific Australia Labour Mobility (PALM) scheme is a signature initiative for the Australian Government that enables workers from 9 Pacific Island Countries (PICs) and Timor-Leste to work in priority sectors in Australia. The Pacific Labour Mobility Support Program (PLMSP) builds on the successes of the Pacific Labour Facility (PLF) program, with a renewed focus on the provision of tailored support to worker sending countries to address their specific needs and priorities. Palladium is contracted to deliver PLMSP on behalf of Department of Foreign Affairs and Trade (DFAT).

PLMSP's role is to provide DFAT and governments in 9 PICs and Timor-Leste with support to enable workers to access PALM scheme in inclusive ways that maximise the benefits for the workers and national economies while minimising risks from labour mobility participation. PLMSP's primary functions include capacity building for PALM scheme labour sending units; skills development and training for PALM workers; support for returning PALM workers and their families; information system management; monitoring, evaluation, research and learning; and communications.

Purpose of Position

The **Communications Coordinator – Content** will support the PLMSP media, stakeholder engagement and communications activities to facilitate the sustainable expansion of Pacific labour mobility, manage the reputation of the Pacific Australia Labour Mobility (PALM) scheme and provide important information to labour mobility stakeholders in Australia, the Pacific and Timor-Leste. The position will work closely with colleagues across the PLMSP to coordinate engaging materials for audiences in Australia, the Pacific and Timor-Leste to inform and build understanding, influence perceptions, and enhance worker wellbeing.

Primary Responsibilities

The primary responsibilities of the **Communications Coordinator – Content** can be broadly described as follows:

- Implement and contribute to the delivery of the facility's communications strategy in collaboration with the communications team.

- Collaborate with the content team to support the end-to-end production of communications content, including story identification, interviewing, photography, videography, video editing and post-production.
- Ensure communications products comply with PLMSP consent requirements, filing and document naming protocols.
- Research, write and edit high-quality editorial content, including feature stories, social media content, video scripts, information resources and marketing materials for diverse audiences across Australia, the Pacific and Timor-Leste.
- Ensure the quality of communications materials from partner countries (includes reviews for accuracy and key messaging, quality control and editing, adherence to branding guidelines and DFAT protocols).
- Support general communications and administrative duties across the team (e.g. graphic design, digital/social media support, procurement and coordinating approvals) as required.
- Support and maintain digital library of images and storage of video files.

Relationships, Communication & Development:

- Develop and maintain client and stakeholder relationships across assignments and maintain professional, respectful and effective relationships with your colleagues.
- Focus on self-development by assessing individual contribution against the capability framework, welcoming and embracing regular feedback from others and developing skills in providing balanced feedback to others.
- Create, promote and maintain an equitable, diverse and inclusive work environment through respecting the views of others, listening with empathy and resolving differences in a positive and constructive manner through applying effective conflict resolution techniques.

Other

- Other tasks as reasonably requested by the Communications Manager.
- Travel locally and internationally, as required.
- Advocate for Australian development priorities.
- Foster equality, diversity and inclusion, drawing on capabilities from within the country/region wherever possible.
- Comply with, and advocate for, DFAT's policies in all aspects of implementation, including gender, disability, fraud and anti-corruption, PSEAH, child protection and environmental and social safeguards. This includes incorporating policy principles into planning and everyday work, promoting

process improvements, and reporting concerns to your Line Manager or Palladium's Integrity Hotline (details on Palladium website).

- Operate with high levels of integrity, consistent with the intent of DFAT's Ethics, Integrity and Professional Standards Policy Manual.

Reporting Requirements

This role reports into the Communications Manager - Content. Reporting requirements may include but are not limited to:

- Attendance at team meetings, other requested meetings and regional meetings (e.g. townhalls).
- Regular (minimum of monthly) one to one meetings with your line manager on the status of personal Key Result Areas (KRAs), career development discussions and any other matters.

Minimum Education and Experience Required

- A degree in media, communications, journalism, international development, or a related discipline, or an equivalent combination of relevant experience and education.
- Minimum 3 years' experience in multimedia content production, communications, journalism, videography, photography, video editing or a related field, with a strong portfolio demonstrating storytelling across digital and social channels.
- Demonstrated professional photography and videography experience, including proficiency operating professional camera kits.
- Demonstrated experience in Adobe Creative Cloud products, particularly Premiere Pro, In Design, Lightroom and Photoshop.
- Experience conducting interviews and building relationships with stakeholders to identify and develop authentic stories.
- Excellent writing and editing skills, including the development of feature stories, editorial content, social media content, and marketing materials.
- Experience developing content for digital and social media platforms.
- Ability to multitask, manage competing priorities and maintain a high level of attention to detail.
- Skilled in Microsoft Office applications.
- Personal initiative, creativity and drive.

Due to the evolving nature of our program, it is possible that the incumbent may be expected to undertake duties that fall outside the remit of their original Terms of Reference as reasonably required to ensure the ongoing success of the program.

Where this is required, the following will occur:

- The adviser has the skills and experience to fulfill the duties.
- This arrangement will be short term in nature.

Core Capabilities

Palladium's Core Capability Framework outlines the standard of performance and behaviours expected at each level within the organisation. It also provides a benchmark for assessing areas of potential strength as well as the identification of potential skill gaps or areas for development and improvement.

The project Capability Framework forms the basis of how we recruit, how we lead and the behaviours we exhibit, how we manage performance excellence and develop our future workforce.

Our capabilities link to a number of other processes, policies and guidelines including:

- Performance management/ performance excellence - setting and maintaining standards and helping employees excel and develop
- Career Pathways including our Career Progression Framework
- Organisational design – identifying any skills gaps, outlining job roles and responsibilities
- Development, growth, learning, and training
- Sustainable business – going beyond compliance to ensure sustainable and ethical considerations are woven throughout everything we do. This aligns equity, diversity and inclusion; safeguarding; and environmental objectives