

1. Position Identification

Title:	Stakeholder Engagement & Communications Manager	Agreement/Award:	EBA
Department:	Operations	Date last updated:	GM (Operations) October 2020
Reporting to: <i>(Position)</i>	General Manager (Operations)	By whom:	

2. Purpose of Position

To develop and manage the delivery of stakeholder engagement and communication strategies and initiatives that promote the organisation’s work, deliver engaging messages, help secure partnerships and enhance stakeholder relationships.

3. Key Working Relationships

<p>Internal: CEO Executive and Senior Management Team Team Leaders Community Engagement Team FHL Staff</p>	<p>External: Tenant and Resident Customers Business Development Partners Not-for-profit Agencies and Partners Media Industry Bodies State and Local Governments</p>
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4. Accountabilities and Responsibilities

Stakeholder Engagement

- Develop and manage stakeholder engagement strategies to support the delivery of the strategic plan.
- Develop a programme of engagement initiatives to promote the FHL brand and secure partnerships and enhance growth opportunities.
- Work proactively across the business to identify opportunities for brand awareness and enhancement.
- Manage a programme of internal stakeholder activities for staff and the Board to maintain a high level of engagement and awareness of business activities.

Communications

- Develop and manage a marketing and communications strategy to support the delivery of organisational strategy and messaging to key stakeholders (including tenants).
- Identify media and PR opportunities and develop and manage positive relationships with relevant media outlets, including managing media relations in the event of issues which could impact organisational reputation.
- Develop and implement a digital and social media strategy, ensuring communication mediums remain current and relevant to the audience.
- Oversee the development, distribution, and maintenance of all print and electronic collateral.
- Provide advice to management on new projects and initiatives – and in new geographical areas of operation, to ensure stakeholder engagement and communication plans are considered in business planning activities.

Job Description

- Develop and guide strategy for all communications mediums and materials to consistently articulate key messages, strategy and mission to staff and external stakeholders.
- Provide an internal consultancy service for teams requiring advice and assistance on communication tools and processes for specific initiatives.
- Develop and maintain positive and collaborative relationships across the organisation and work as part of cross functional teams as required.
- Lead and guide other team members to deliver engaging and high quality communication materials.

5. Culture and Values

Solution Focused

- We work together to find solutions that benefit our people and customers.

Caring

- We care for others and display empathy, fairness and respect.

Honest

- We act with integrity and own our decisions.

6. Safety Awareness

You will act in a manner that is consistent with FHL's duty of care requirements, including but not confined to;

- Role model the Foundation Housing Health & Safety Policy and Procedures
- Ensure all the employees under your management have information, instruction, training, and supervision that is consistent with FHL safe work practices
- Identify assess and control hazards which impact on a safe work environment.
- Report any incidents or injuries to HR

7. Work Related Requirements/Selection Criteria

Essential Criteria

- Minimum 5 years' experience in a stakeholder engagement or corporate communications role, or related discipline.
- Demonstrated experience in successfully designing and delivering strategic stakeholder engagement plans
- Demonstrated experience in designing and delivering strategic communication plans.
- Highly developed stakeholder engagement, networking and influencing skills, with experience working across all organisational levels including with Board and senior management.
- Experience managing media relations.
- Excellent writing, editing and verbal communication skills.
- Demonstrated project management and advisory experience.
- Experience in leading, managing and coaching staff to create a positive, energetic and collaborative communications function.
- Highly developed IT skills.

Work Related Requirements

- Current WA Driver's Licence.
- National Police Clearance

Job Description

Desirable Criteria	
<ul style="list-style-type: none">• Degree qualification in a related discipline.• Experience in the not for profit sector.• Use of design software.	

8. Position Dimensions:

Number of staff directly reporting to position	1
Work Locations	This role is based at the Leederville office but will require travel to other FHL offices and sites as required to deliver the scope of the role, including regional locations on an ad-hoc basis.

Employee Name: _____

Signature: _____ Date: _____