

Reports to	Head of Communication
Band Classification:	Band 4, HPV Enterprise Agreement 2018

HSV Overview

HSV will bring change and benefits through shared service solutions across the Victorian Healthcare network, it will build on the previous HPV contracting model with increased focus on being customer centric within a clinical environment to deliver financial and other determined reform benefits enabled by investment in technology, people, and consolidated services with a clear focus on commercial leadership and cultural excellence. Its initial focus is on the development of Supply Chain excellence.

HSV's core competencies will be in the operations it undertakes e.g., Supply Chain (Surety, Procurement, Logistics) plus the ability to identify, map, propose, approve, and deliver change and reform (Transformation). These business directional capabilities will be supported by specialist cross business areas such as Finance (risk, governance, accounting, reporting), People (HR, IR, OH&S) and IT (Data, Security, Governance).

Communication Coordinator

1. Position Summary

- 1.1 Reporting to the Head of Communication, the Communication Coordinator will provide comprehensive communication and administrative support for the Communication team's work to establish a sustainable supply chain for the Victorian health care sector.
- 1.2 The Communication Coordinator will work closely with the Head of Communication on a day-to-day basis in providing a dedicated communication resource for the Supply Chain Surety function.

2. Specific Duties and Responsibilities

2.1

- a. Prepare relevant and appropriate communication materials including internal employee and external newsletter content, targeted stakeholder updates and information materials as required for key stakeholders including health services, suppliers, and other industry stakeholders to ensure all stakeholders are informed and engaged.
- b. Prepare and implement communication activity plans or strategies as directed in line with HealthShare Victoria's (HSV's) roadmap activities.
- c. Provide administrative support, including distributing HSV communications, formatting newsletters and liaising with external providers as required.
- d. Prepare and maintain communication resource materials as required including communication processes, provider details and meeting or presentation materials for internal/external stakeholders.
- e. In consultation with the Website Communication Specialist and with the approval of the Head of Communication, update and maintain website and intranet content, collaborating with relevant internal stakeholders as needed.
- f. Contribute to content to improve and/or update HSV's corporate publications as directed by the Head of Communication.
- g. Research, prepare and provide reports to appropriate internal stakeholders on communication activities, audiences and trends as directed.
- h. Act as a point of contact for HSV's Communication team internally and externally.
- i. Support and assist with various projects as required.

2.2 Leadership

- a. Foster a workplace culture that is consistent with HSV's organisational culture emphasising organisational values.
- b. Maintain strong lines of communication, both formal and informal, with key stakeholders to ensure the smooth operation of the organisation.
- c. Support organisational change and growth as requested to assist HSV in fulfilling its legislative functions in line with its Corporate Strategy.
- d.

2.3 HSV Values and Cross Functional Collaboration

- a. Establish and maintain strong working relationships with key individuals and groups across HSV's stakeholder organisations, both internal and external, and develop and apply appropriate engagement and consultation strategies in line with HSV's values.

Communication Coordinator

- b. Represent HSV in appropriate forums to strengthen relationships and improve mutual understanding.
- c. Place a priority on effectively working with stakeholders from other divisions within the organisation for mutual benefit by seeking and incorporating feedback that will benefit organisational objectives.
- d. Value the contribution of our internal and external stakeholders and contribute beyond our own tasks to achieve organisational goals and demonstrate this in goal setting.
- e. Uphold HSV core values: Customer-centric; Accountable; Respectful; Solutions-focused and Open.

2.4 Data Security

- a. Comply with HSV data management policies and procedures, and report breaches and/or vulnerabilities to a manager or the IT Operations team.

While the principal duties of this position are as above, the post holder may be required to undertake other duties from time to time.

3. Qualifications and Experience
3.1 Academic

- a. Tertiary qualifications in communication or a relevant discipline are desirable.

3.2 Experience

- a. Proven experience of providing administrative, business support/coordination or partnering with subject matter experts to deliver outcomes.
- b. Experience in drafting and generating regular communication for a range of audiences.
- c. Proven experience in working to deadlines and managing tight and/or conflicting timeframes.
- d. Experience working across agile, complex reporting lines.
- e. Knowledge of public sector management processes is desirable.
- f. Advanced working knowledge of all Microsoft Office suite including PowerPoint.
- g. Experience working in MailChimp or similar email distribution software and the Adobe Creative suite is desirable.

3.3 Personal

- a. Outstanding written and verbal presentation skills, with high levels of attention to detail, a focus on excellence and professionalism.
- b. Strong stakeholder communication skills including the ability to work effectively with colleagues and engage and influence stakeholders.
- c. Excellent interpersonal skills, including an ability to influence others with diplomacy, tact and discretion.
- d. Ability to demonstrate professional initiative and exercise sound judgement.
- e. Ability to manage multiple projects within set deadlines to a high standard.
- f. Excellent time management skills, flexibility and the ability to work well under pressure.
- g. Ability to uphold ethical standards and values, and to act with integrity and confidentiality.
- h. Ability to take direction and work unsupervised and with initiative to proactively identify and implement improvements.

4. Other Matters
4.1 Location(s) for Work

- a. **Primary:** Organisational office: Casselden, 34/2 Lonsdale Street, Melbourne VIC 3000
- b. **Distribution Centre:** Foxley Court Derrimut, Victoria.
- c. As relevant the role may be required to “work from home” from time to time.