

Senior Advisor Communications

This position description is designed to give an overview of the type of work and performance required for this role and may include other duties as required.

Who we are as an organisation and what we are about

Everything we do is related towards the achievement of our **outcome** - 'safe and secure skies to help New Zealand fly'. Our success in this is simple: we will have the following **impacts**:

Being safe – fewer people die or sustain injury while participating in the aviation system.

Feeling safe – people’s choice to participate in the aviation system is not limited by perception of unsafe practices.

Our **objectives** are:

Improved sector safety performance – we target areas of risk within the aviation system, and work to diminish these risks, improving the overall performance of the system.

Effective and efficient security services – we continue to effectively identify and mitigate security threats, while making sure passengers and goods can travel smoothly.

A vibrant aviation system is one that makes a strong contribution to the wellbeing of New Zealanders, through enabling quality of life, and supporting a strong economy.

Scope

Reports to: Manager, Te Kākano Programme

Group: Performance, Monitoring and Assurance

Location: National Office Wellington

Role Overview

The Senior Advisor Communications is responsible for providing communications advice and support to the Te Kākano Programme Manager and programme team. This team has been established on a fixed-term basis to lead the work of implementing the Ministerial culture review’s recommendations and to deliver meaningful and long-term workplace behavioural and culture change across the Authority.

This role will lead and coordinate all communications and engagement work across the Authority relating to the Te Kākano programme and workstreams. This includes presentations, strategic and tactical communications plans, and briefings to a wide range of audiences (Authority Board, the Authority Leadership Team, the Avsec Executive Management Team, unions, and staff).

Core Competencies

<p>Action Oriented – Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm</p>	<ul style="list-style-type: none"> • Readily takes action on challenges, without unnecessary planning • Identifies and seizes new opportunities • Displays a can-do attitude in good and bad times • Steps up to handle tough issues
<p>Instils Trust – gaining the confidence</p>	<ul style="list-style-type: none"> • Follows through commitments • Is seen as direct and truthful

and trust of others through honesty, integrity, and authenticity	<ul style="list-style-type: none"> • Keeps confidences • Practices what they preach • Shows consistency between word and actions
Communicates Effectively - Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences	<ul style="list-style-type: none"> • Is effective in a variety of communication settings: one-on-one, small and large groups, or among diverse styles and position levels • Attentively listens to others • Adjusts to fit the audience and the message • Provides timely and helpful information to others across the organisation • Encourages the open expression of diverse ideas and opinions, and able to communicate complex messages effectively to a wide range of audiences.
Customer Focus - Building strong customer relationships and delivering customer centric solutions	<ul style="list-style-type: none"> • Gains insight into customer needs • Identifies opportunities that benefit the customer • Builds and delivers solutions that meet customer expectations • Establishes and maintains effective customer relationships
Decision Quality – Making good and timely decisions that keep the organisation moving forward	<ul style="list-style-type: none"> • Makes sound decisions, even in the absence of complete information • Relies on a mixture of analysis, wisdom, experience and judgement when making decisions • Considers all relevant factors and uses appropriate decision-making criteria and principles • Recognises when a quick 80% solution will suffice • Able to structure and use metrics and evaluation frameworks to accurately assess success and effectiveness.
Interpersonal Savvy – Relating openly and comfortably with diverse groups of people	<ul style="list-style-type: none"> • Relates comfortable with people across levels, functions, culture, and geography • Acts with diplomacy and tact • Builds rapport in an open, friendly, and accepting way • Builds constructive relationships with people both similar and different to self • Picks up on interpersonal group dynamics.

Core Responsibilities

- Lead and develop communications plans and strategies for the Te Kāhano team, identify relevant key messaging and help develop the relevant communications activity schedule
- Support the Programme Manager with the development of Te Kāhano team project plan
- Provide a broad set of advice and services including internal communications and stakeholder management
- Continuously look to improve the communications processes, services and interactions of the team and implement those improvements where possible
- Build and maintain excellent relationships with key stakeholders and influence to use digital media across the Authority
- Work closely with the Engagement and Communications team to ensure a consistent approach to communications across the Authority
- Prepare high quality presentations, written reports and briefing documents for senior management, the Board, and internal stakeholders
- Verbally brief the Authority Leadership team and Authority Board when required on the Te Kāhano work programme.

- Develop and implement communications plans in conjunction with the Programme Manager
- Facilitate, build and maintain relationships with key stakeholders to enhance trust and confidence in The Authority
- As required, assist the programme team in administrative tasks to support the delivery of key workstreams
- As required, contribute to the refresh of relevant policies and procedures relating to the Te Kāhano work programme
- Carry out work and conduct interpersonal relationships in a way that supports the Authority's commitment to the principles of Diversity and Inclusion and the Treaty of Waitangi
- Contribute and maintain knowledge of, and practices Health and Safety processes and initiatives

Outcomes

- Communications strategies and advice provided to senior management and groups is accurate, meaningful and does not put the organisation at risk in relation to the objectives of the Te Kakano programme – including long-term and sustainable change in the culture and inclusiveness of the Authority, both in relation to staff and external stakeholders.
- Communication activities, including briefings, communications plan, reports and presentations, are accurate, effective and meet requirements of stakeholders
- Publications are accurately and appropriately edited and/or peer reviewed as required.
- Effective relationships with media contacts and other key stakeholders are built and maintained
- Offers a diverse contribution to an emerging and respectful team culture
- The Authority is a safe workplace and meets legislative standards

Skills and Experience to be Successful

- Tertiary qualification in a relevant discipline (i.e. Communications, Marketing, Journalism) and experience in leading communications in organisation-wide change programmes.
- Experience as a communications lead for a whole-of-organisation change programme
- Public sector communications and government liaison experience. Experience in working within an operational agency an advantage.
- Proven experience in working directly with executive leadership teams.
- Demonstrated experience preparing presentations, briefing documents, written reports, and communications plans, particularly to senior leadership.
- Experience in working with Minister's offices.
- Able to advise, influence and manage relationships with senior managers and other internal stakeholders
- Demonstrated experience using social media on behalf of an organisation
- Internal communications experience, including creating and editing digital communications
- At least intermediate level understanding of SharePoint and the Microsoft system, including file management
- High degree of self-awareness, empathy, motivation and respect for difference
- Proven experience working with a diverse range of stakeholders for purpose and with clear outcomes and deadlines