



**JOB TITLE: Communications Coordinator**

**DEPARTMENT: Communications**

**DIVISION: Corporate Services**

**REPORTS TO: Head of Corporate Services**

**Purpose and Scope of role**

Providing customer centric, efficient and effective management and leadership of Communications, Media and Executive Corporate support for Solomon Water. Ensuring high quality, cost efficient services are delivered to support SW and help it to deliver on its mission and business objectives.

**Key Competencies**

**Leadership Competencies**

Accountability: Holds self and others accountable for measurable high-quality, timely, and cost effective results. Determines objectives, sets priorities, and delegates work. Accepts responsibility for mistakes. Complies with established control systems and rules.

Customer Service: Anticipates and meets the needs of both internal and external customers. Delivers high-quality products and services; is committed to continuous improvement.

Communications: Makes clear and convincing oral presentations. Listens effectively; clarifies information as needed. Writes in a clear, concise, organized, and convincing manner for the intended audience.

Team Work/ Building: Inspires and fosters team commitment, spirit, pride, and trust. Facilitates cooperation and motivates team members to accomplish group goals.

Action Management: Decisiveness: Makes well-informed, effective, and timely decision, even when data are limited or solutions produce unpleasant consequences; perceives the impact and implication of decisions

Strategic Thinking: Formulates objectives and priorities and implements plans consistent with the long-term interest of the organization in a global environment, Capitalizes on opportunities and manages risks.

Problem solving: Identifies and analyses problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.

Safety Commitment: role models safe behaviors and ensures all staff are aware of their contribution to safety, supporting consequence management.

**Key Responsibilities**

In a Management and Leadership capacity, the role holder will:

1. Proactively and consistently role model and promote the 'Solomon Water Way'
2. Supervise staff and ensure they are trained and competent to perform their roles and support the business, check and monitor work and outputs to ensure consistently high quality work
3. Ensure regular audits/review and reporting is delivered with suitable action plans and interventions.
4. Ensure identified issues are captured in required systems and have remediation plans in place with regular

monitoring and review.

5. Escalate issues as required to ensure 'no surprises' for the Leadership Team.
6. Ensure no single points of failure exist within the Corporate Support Team

### **Communications**

1. Develop, manage and implement SW's Communication Strategy, communications plan and activities.
2. Support internal and external communications ensuring alignment of the two.
3. Provide high quality and innovative approach to media engagements and liaison.
4. Regularly monitor media and highlighting media issues of concern and /or interest and relevance.
5. Proactively manage website content ensuring it is relevant and reflects well on SW at all times.
6. Actively seek to leverage current, emerging and Social Media to promote brand awareness.
7. Monitor branding and style guides and ensure development and supply of high quality communications and branding support materials.
8. Co-ordinate completion and publishing of key reports including Annual Reports.
9. Design and implement specific campaigns as required.
10. Check and approve all externally facing communications including; press releases, advertising, media campaigns.
11. Support the move to mobile technology and manage SMS messaging and related activities.

### **Corporate Support**

1. Ensure the needs of SW Executive Team are provided through the effective delivery of on time, reliable and accurate administrative support and services.
2. Ensure all support activities are completed and instill a pro-active approach to services and support.
3. Ensure board papers are well-presented and delivered to Board members in good time ahead of scheduled meetings.
4. Undertake additional tasks, duties or responsibilities as directed by the General Manager

### **Key Skills**

1. Significant experience in corporate communications and media, both print and digital.
2. Proven ability to lead a team and coach and develop staff to deliver great internal customer service.
3. Highly developed communication skills in English and Pijin and the ability to professionally represent the company to external stakeholders.
4. Proven skills in Office Administration with well-developed expertise in MS Office including Outlook, Word, Excel and PowerPoint. Skill in MS Publisher would be advantageous.
5. Collaboration skills, facilitating strong relationships with the Board, Leadership Team, external stakeholders and staff in the best interests of Solomon Water.

This role will support standardisation and efficiencies and as such will:

- Develop, implement and maintain policies and procedures as needed to support sustainable high quality operations.
- Identify and deliver on process improvements to create efficiencies and reduce costs

### **Qualifications or Education**

#### **Essential**

Tertiary Qualification in: Marketing Communications, Media, Business or related discipline

**Experience**

- Experience in managing Media and Communications for a corporate organization (internal and external)
- Previous experience gained as a Manager/Leading a team in a busy corporate role.