

Senior Communications Advisor - Internal



A champion for internal first, the Senior Communications Advisor - Internal is responsible for developing and implementing an internal communications approach that supports GNS Science's strategy and cultural direction.

The Senior Communications Advisor (Internal) will work closely with other members of the Communications Department to ensure consistent and effective delivery of communications services across the organisation.

Reports to:	Head of Communications
Department:	Communications
Group:	People and Culture
Tenure:	Permanent
Location:	Avalon
Direct reports:	Nil
Budget:	Nil
Career Path:	Corporate
Job Family:	Communications and Stakeholder Engagement
Career Step:	GNS Band 8
Date:	March 2023

Communications Department functions include:

- External communications
- Internal communications
- Corporate affairs
- Media relations
- Graphic design
- Videography
- Digital channels
- Managing issues and crisis response communications
- Public education
- Website and CMS administration
- Stakeholder engagement

Position priorities and responsibilities

Key Responsibilities

- Lead the development and coordination of GNS Science's approach to internal communications including its intranet and internal digital channels
- Support regular communications to staff from the Chief Executive and Executive Leadership Team including acting as communications counsel to the Chief Executive on internal communications
- Ensure organisational news, initiatives and projects are successfully communicated across the organisation
- Act as first point of contact on internal communications, providing advice and support to staff on internal communications and best practice
- Liaise with staff across the organisation to encourage the exchange of information and support engagement regardless of location or project
- Work closely with Human Resources as well as Health and Safety to deliver internal communications activities that encourage and support employee engagement
- Ensure all internal communications collateral is consistent with GNS Science's brand
- Coach and guide other staff in the development of internal content
- Advise or take the lead on more high risk or complex internal communications issues, as required
- Working with Comms Manager, support corporate communications initiatives as required

Team Work

- Work effectively as a member of the Communications Department to support other team members and provide coverage of functions
- Work with other team members to ensure workloads are fairly spread and manageable across the Department
- Keep abreast of developments by scanning the external media environment for trends, best practice and opportunities and share insights with the team and wider organisation
- Work with other team members on projects; this may include taking the lead on some projects
- Coach and mentor other team members
- Support a positive culture and morale

Communications Team in event response

- Be a member, and take the lead (when required), of the communications team and work effectively with colleagues during a geological hazards event
- Take the lead on internal communications during an event response as part of the wider PIM team (when CIMS structure has been implemented (event response). This can include operating outside office hours if required, and representing GNS Science as appropriate

Responsibilities of all staff

- Comply with all GNS Science policies and procedures.
- Contribute to making GNS Science a healthy and safe place to work by complying with the responsibilities and accountabilities outlined in the Health and Safety Management System Framework.

The responsibilities of this position will change over time to respond to changing needs. The incumbent will need the flexibility to adapt and develop as the company and its environment evolves.

Key working relationships

Internal:

- Executive Leadership Team, managers and staff

External:

- Government ministries and departments, Crown Research Institutes, other public or private organisations, communications consultants, media and specialists, event organisers, public

Person specification

Skills, knowledge and attributes

- Excellent oral, written and visual communication skills, including ability to communicate complex ideas to a range of audiences
- Strong interpersonal skills and ability to generate trust and confidence among staff at all levels including senior management
- Ability to analyse and interpret complex information and present it clearly and concisely, both verbally and in writing
- Excellent organisational and planning skills, with the ability to meet deadlines
- Ability to work proactively, prioritise and manage individual workload
- Experience developing communications strategies
- Proficiency with Microsoft applications
- Able to manage and drive activity through time of ambiguity
- Develops builds and maintain effective relationships with Māori, respecting obligations under Te Tiriti o Waitangi and interacting appropriately with Māori taking into consideration tikanga (customs) and kawa (protocol)

Experience

Essential:

- At least 5 years' experience working in communications, either as part of a government team or corporate team
- Experience implementing an internal communications strategy
- Experience coaching and mentoring others
- Experience dealing with multiple science and/or technology disciplines, including integration into initiatives outside of core area of knowledge
- Experience managing intranets

Desirable:

- Experience working as Public Information Manager (PIM) or within a crisis communications team
- Experience working with change programmes within communications remit

Qualifications

Essential:

- A relevant tertiary qualification or commensurate experience

Performance Dimensions

At a high level, GNS Science recognises six **Performance Dimensions**: three relate to technical capability, one relates to leadership (if applicable) and two relate to the way we work. Below are the

general expectations that are the minimum standards expected of all staff. There are also expectations that specifically relate to the career step associated with the role; you can find these on GNS Online.

Technical capabilities

Scope, complexity and innovation

- Enduring commitment to maintaining and developing skills and knowledge in area of expertise.
- Both the ability and desire to apply appropriate rigour, principles and practices to deliver quality work in a cost-effective manner.
- Acts in a manner that conveys high personal and professional standards.
- Open to coaching and feedback – incorporates suggestions to find better ways of doing things (to improve own and GNS Science performance).

Contribution to GNS Science / profession

- Establishes and maintains effective and collaborative working relationships – with colleagues and external individuals and groups.
- Both the ability and commitment to work in a culturally responsive and inclusive manner; respecting and valuing the diverse perspectives of individuals and groups.
- Takes an interest in early career colleagues, graduates and students – provides coaching and/or mentoring as appropriate. Supports initiatives to promote science careers.
- Prevents harm to self and others by carrying out duties safely and responsibly.

Delivery of work

- The ability and commitment to deliver pieces of work and projects on time to required quality, cost and benefit parameters.
- The application of appropriate project management rigour, principles and practices to delivering quality projects in a cost-effective manner

Behavioural expectations

Manaakitanga – we do the right thing

Champions a positive working culture. Works and interacts with colleagues, external partners, stakeholders and customers in a way that is consistent with our values:

- We are **CONNECTED** in our purpose; with each other, with partners and stakeholders and with our communities.
- We are **INSPIRED** by our work to explore, challenge, innovate and aim higher.
- We are **EMPOWERED** to be our best – valued for our differences, encouraged to contribute and enabled to grow and develop.

Bicultural commitment

- As a Crown Research Institute, GNS Science is committed to partnering with iwi/hapū and Māori communities and agencies to achieve their science aspirations.
- We do this in a way that is culturally appropriate (**tikanga**) and honours Māori and non-Māori worldviews (**te ao**).

These expectations are intended to support and guide the development of individual staff.