Position Description

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Correspondence Officer</th>
<th>Position No.:</th>
<th>SG30</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Strategy, Communications and Governance</td>
<td>Grade:</td>
<td>2.2</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Manager, Communications</td>
<td>Salary Band:</td>
<td>$62,280 – 83,040 (+ 9% super)</td>
</tr>
<tr>
<td>Location:</td>
<td>Sydney - CBD</td>
<td>Duration of Contract:</td>
<td>Permanent</td>
</tr>
</tbody>
</table>

Position Overview

The correspondence officer will be responsible for the drafting of official correspondence from ACARA to governance bodies including state, territory and federal ministerial offices, government agencies, stakeholder and representative bodies, and the general public. The position requires high quality writing skills, sensitivity to deadlines, ability to manage workflow in a time-sensitive environment, and the ability to liaise with internal stakeholders at all levels of the organisation to provide timely responses to enquiries and deliver responses consistent with ACARA’s protocols and messaging.

A keen appreciation of ACARA’s mission, its governance frameworks, and the textured political environment in which it works to fulfil its mission is necessary. This includes being able to prioritise and navigate the demands of various internal and external stakeholders.

Core accountabilities

1. Comply with and promote OHS instructions, policies and procedures and conduct work in a safe manner
2. Commit to, promote and model ACARA’s policies including those relating to equity, diversity and sustainability in addition to ACARA’s Values and Code of Conduct
3. Work collaboratively within business group and across the organisation to promote communication and information sharing

Key accountabilities

- Open, log, track and file correspondence and general enquiries using TRIM and in line with ACARA’s information management system, including monitoring the ACARA inbox throughout the day and logging post and/or enquiries from all mediums
- Provide standard responses to general enquiries (via helpdesk phone line and email) with the aim of resolution where possible at first contact
- Liaise with relevant business groups to draft responses to correspondence for approval by General Manager/CEO as appropriate
- Identify high level correspondence for delegation and reporting
- Process outgoing responses and other correspondence generated by ACARA
- Create various reports including outstanding correspondence
- Update stakeholder databases
- Undertake data entry, scanning and logging of files
- Perform mail merges and coordinate electronic mail-outs
Skills and Experience and Knowledge (Key Selection Criteria)

- Well developed interpersonal skills and ability to prepare a range of standard documents including complex letters, emails, faxes, reports, simple presentations with a focus on assimilating and interpreting
- High level writing skills and an ability to quickly draft crisp, relevant and accurate correspondence and identify and address inconsistencies, factual errors and other potential irregularities in correspondence
- Ability to engage key stakeholders proactively to understand needs, to pre-empt and avert issues, and build trust and willingly acknowledge the contributions of others in achieving team goals
- Office administration experience with knowledge of information management systems such as TRIM
- Understanding of correspondence processes and ability to identify instances where process controls need to be reviewed / improved and suggest possible alternatives
- Ability to identify important issues such as potential conflict and seek to resolve issues quickly and prioritise actions
- Experience in appropriately managing items of a sensitive nature and understanding of confidentiality

Dimensions of the role

Number of direct reports- Nil
Number of direct and indirect reports- Nil
Financial delegations- Nil
HR Delegations- Nil

Important Relationships

<table>
<thead>
<tr>
<th>Internal:</th>
<th>External:</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Managers</td>
<td>Key stakeholders</td>
</tr>
<tr>
<td>ACARA staff</td>
<td>General public</td>
</tr>
</tbody>
</table>

Approved: __________________________  Date: __________________________
Signed: ____________________________