

HEALTH AND DISABILITY COMMISSIONER

POSITION DESCRIPTION

<u>POSITION:</u>	Communications Manager Pouwhakahaere Whakawhitiwhiti
<u>DEPARTMENT:</u>	Strategy
<u>REPORTS TO:</u>	Deputy Health and Disability Commissioner Te Toihau Hauora, Hauātanga Tuarua

Ko wai tātou | Who we are

Under the Health and Disability Commissioner Act 1994 (the Act), the Health and Disability Commissioner is required to promote and protect the health and disability services consumers' rights and facilitate the fair and efficient resolution of complaints relating to infringement of those rights.

Mō tēnei tūranga mahi | About this role

The principal role of the Communications Manager is to provide oversight of HDC's communication function. This is a hands-on role and includes providing trusted advice to HDC's leadership team, raising HDC's profile and promotion of its role, and the ongoing development and implementation of HDC's communications and engagement strategies.

He aha tāu e mahi ana | What you'll be doing

- Developing and coordinating the implementation of HDC's communications and engagement strategy in consultation with ELT.
- Managing HDC's brand and ensure communications tools and resources align with the brand strategy and style.
- Managing communications with media, including liaising with media, writing media alerts and other material, and preparing HDC spokespeople for media interactions.
- Managing HDC's website (with the support of HDC's IT function, website editor and other teams) to ensure it remains current and continues to meet the changing requirements of users.
- Updating and promoting HDC's communication resources, ensuring they meet communications objectives.
- Overseeing the development and implementation of an internal communications strategy.
- Managing HDC publications, including development of HDC's corporate accountability documents, presentations and other communications resources, ensuring content is accurate and publications meet HDC's communications objectives.
- Developing and implementing communications strategies for specific initiatives.

- Developing new methods of engagement and communication as required.
- Complying with the HDC’s information management strategy and policy.
- Developing high-quality communications for a range of channels and audiences, including newsletters, website and intranet, articles, and other material.

The Communications Manager will also carry out other duties, not listed above, as may be required from time to time.

Ngā rōpū whaihua | Who you’ll work with

All HDC employees have a responsibility for managing relationships in some or all of the key sectors we work with. In this role, the key relationships to be developed are as follows:

Reports to:	Deputy Health and Disability Commissioner
Responsible for:	Two Senior Communications Advisors
Internal HDC relationships:	All staff within HDC particularly the Health and Disability Commissioner, the Executive Leadership Team, HDC’s editor and web administrator, and its policy and strategy team.
Communities and the public:	Media, key stakeholders, government agencies, sector organisations and external suppliers.

Ko ngā mea ka hiahiatia e koe kia angitū te haere | What you'll need to be successful:

Proven qualities of confidentiality, judgement and diplomacy with a demonstrated commitment to customer service are important for this role. An attitude of continuous improvement together with a high level of initiative and self-confidence are also required. In addition, the employee must have:-

- Significant hands-on communications experience, including proactive and reactive media management, and the development and implementation of strategic communications plans.
- A related tertiary qualification.
- Excellent written communications skills, with the ability to distil complex and sensitive information into plain English.
- Experience or ability to lead small communications team.
- A high level of competence in MS Office suite.
- Ability to work independently and use initiative.
- Well-developed analytical skills.
- Strong attention to detail.
- Excellent organisational skills, able to manage time and meet deadlines.
- Flexibility and a team-orientated approach.

- An approachable and friendly manner, with excellent interpersonal skills, capable of engaging with a range of stakeholders.
- Knowledge of the health and disability sectors an advantage.
- To have knowledge and understanding of the te Tiriti o Waitangi.

Te Aronga o te Ratonga Tūmatanui | Public Service Purpose

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

The Health and Disability Commissioner welcomes and supports people of all gender identities, ages, ethnicities, sexual orientations, disabilities, and religions.

Note: This position description, both in terms of actual responsibilities and focus, is subject to change over time, as the role and the organisation develop