Position Description – Communications Officer

Position Title	Communications Officer	**Position Number**	
Portfolio	Corporate Services	**Location**	Victoria
Supervisor's Title	Manager, Communications Business Leadership	**Travel Required**	Rarely
FOR OAG HR USE ONLY:		**NOC Code:**	
Approved Classification or Leadership Band	Communication Officer 21	**Class Code:**	OEX 361534

Mandate

The Office of the Auditor General (the OAG or Office) serves the Legislative Assembly and the people of British Columbia by providing independent assessments and advice that enhance government accountability and performance. Authorities for the Office of the Auditor General are derived from the *Auditor General Act*.

Role

Reporting to the Manager of Communications, the Communications Officer is responsible for providing general communications support to the OAG. The Communications Officer writes, edits and proofs a wide variety of communication pieces, conducts research, and maintains the Office`s online presence. Under the guidance of the Manager, the Communications Officer develops communications strategies and manages/executes projects in support of OAG communications objectives.

The Communications Officer is part of a small team with a key role to fill and must be able to organize and manage a workload with multiple, competing and changing priorities, often within short time frames.

The Communications Officer employs a range of communication and analytical skills to support the Office in producing high-quality publications that meet legislated and auditing requirements, as well as best practices in communications. In addition, the Communications Officer will be comfortable working in a results-oriented environment, which may involve close interaction with multiple stakeholders at varying levels within the Office.

WRITING & EDITING

- Drafts and edits a variety of audience appropriate communication materials such as news releases, briefing notes, speeches, web content, brochures, presentations and other written communication products
- Drafts and finalizes presentations for senior staff using latest practices in presentation development
- Assists in proofing audit reports to exacting standards and working with graphic designer

RESEARCH

- Researches material from a broad spectrum of sources (e.g., emerging trends, technology in marketing, audience engagement) to assist in the development of strategic communication plans, activities and materials
- Completes audit specific media scans using Today's News Online (TNO) and provides back-up for daily media monitoring and media requests
- Assists in the development and delivery of the department's annual operational plan

ONLINE

- Leads the design, development, update and maintenance of the Office intranet, public websites, social media platforms and email subscription service
- Works with content experts to support and translate as necessary their content and knowledge for use online
- Regularly reviews website and social media performance using Google analytics and other such tools, and stays on top of online trends to best communicate the Office's work

GENERAL

- Plays a key role in communicating corporate projects throughout the Office. Works with teams to identify target audiences and develop messaging and strategies to maximize the impact of each project
- Maintains/updates brand standards and monitors for brand adherence

- Provides exceptional customer service to all staff and administrative support to the communications team as needed

Indicative Position Responsibility Distributions

Portfolio – 90%

- Contributing to audit reports and the annual report (30%)
- Maintaining the Office`s online presence (30%)
- Producing communication pieces as a subject matter expert (30%)

Other – 10%

- As required

Qualifications, Experience and Assets

Qualifications:

- Post-secondary degree or diploma and a minimum four years' experience in communications, public relations, marketing or a related field.
- Demonstrated experience providing a variety of communication services.
- Able to turn a complex topic into a succinct and easily understood piece using impeccable writing and editing skills.
- Experience developing and implementing communications strategies and plans.
- Strong working knowledge and understanding of web design principles and best practices (including experience in information architecture and content development) as well as major social media platforms.
- Experience with a content management system (CMS).
- Demonstrated time management and organizational skills to make decisions, and meet deadlines and changing priorities while maintaining attention to detail.
- Motivated, energetic team player who takes initiative and can run projects with minimal or no supervision.
- An interest in what is going on in B.C. and an ability to identify and analyze media issues.

Assets:

- Experience working in an independent office of the legislature.
- Experience in communications in an academic, scientific or technology-related sector.
- Experience with Drupal and a basic knowledge of HTML.
- Media training and crisis or emergency communications skills.

Behavioural Competencies

Foundation

Personal Accountability

- Demonstrates accountability for own actions.
- Strengthens relationships by demonstrating an appropriate level of transparency.
- Navigates political challenges and applies appropriate judgment.

Business Acumen

- Builds breadth of knowledge across OAG and a deeper understanding of the Public Sector.
- Applies business acumen and judgment to support decision making.
- Demonstrates the ability to 'speak the language' by using OAG and Public Sector terminology.

Leadership

Engage and Inspire

- Demonstrates passion for work and pride in the Office's success.
- Promotes collaboration and building consensus across the Office.

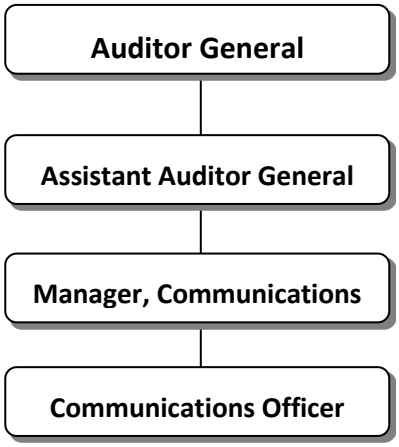
Leading Change

- Leads by example, acts as a change management lead and articulates change to staff.
- Enables sustainable change through embedding the new 'ways of working' into day to day operations.
- Fosters a mind-set of agility and change across the Office.

Continuous Improvement

- Models agility.
- Creates a learning environment by openly discussing best practices and lessons learned.
- Acts as a driver of change.

Direct Supervision

The position is not responsible for directly supervising any staff, but may lead project teams.

Organizational Chart