

# Communications and Engagement Officer

Position Description

5 February 2026



## Position Description

### Communications and Engagement Officer

**Position Title:** Communications and Engagement Officer

**Type:** Fixed term full-time position

**Location:** Adelaide or national

**Reports to:** Manager, Communications and Marketing

**Number of Direct Reports/Staff Supervisory Requirements:** None

**Open to:** Australian or New Zealand citizens or Australian permanent residents who have approval to work in Australia.

## About Us

The Australian Access Federation Limited (AAF) operates national authentication services for Australian higher education and research, enabling cross-organisational access for over 1.5 million users. The AAF is part of the Australian Government eResearch Infrastructure Roadmap and is a provider of national digital research infrastructure for the National Collaborative Research Infrastructure Strategy (NCRIS).

Clients of the AAF's services include Australian universities and prominent research organisations including the Commonwealth Scientific and Industrial Research Organisation (CSIRO), leading medical research institutes, government departments and NCRIS capabilities.

The AAF was founded in 2009 and is headquartered in the Brisbane CBD. Our applications and solutions are state of the art and cutting edge. With a strong reputation and extensive track record, AAF offers a unique opportunity to work in an innovative and progressive company recognised as a global leader in its field.

For further information about the AAF please visit: <https://aaf.edu.au/about/>

## The role

The role will work with the Manager, Communications and Marketing and the wider AAF team. You will develop and deliver communications and engagement activities to a wide range of AAF's audiences including research, higher education, technology specialists, industry, and government.

This role is responsible for the planning, development and implementation of a wide range of communication and engagement activities that promote the AAF and support its key objectives.

You will have exceptional communication experience and skills to develop:

- articles, news stories, case studies, media releases, campaigns, social media, web content and other written communications
- print and electronic communications
- engagement activities and events.

The position will play a key role in raising the profile of the AAF as a national research capability and a global leader in trust and identity. You will be responsible for providing professional communications and engagement advice to support to AAF colleagues.

This is a full-time position that can be based at the Adelaide node, head office in Brisbane or nationally. We also offer flexible work arrangements.

## COMMUNICATIONS AND ENGAGEMENT OFFICER

### Key responsibilities

Under the direction of the Manager, Communications and Marketing:

1. Develop, write and implement communications for the AAF from ideation of concept through to implementation.
2. Develop and implement multichannel print-based and electronic communication and engagements strategies.
3. Deliver and maintain well written content, segmented by audience, channel and platform.
4. Maintain and manage various publishing platforms to distribute content to AAF audiences via email, web, social, video, events, and presentations.
5. Develop and implement social media campaigns that strengthen AAF's online presence.
6. Deliver and prepare collateral and materials for events and other engagement activities, including workshops, conferences, webinars, seminars and presentations.
7. Deliver events and engagement activities that support the AAF's organisational goals.
8. Participate in project planning to develop communication and engagement activities.
9. Develop and design communication collateral and templates.
10. Tracking digital, media and engagement performance. Analyse data and provide reports to inform communication, engagement and marketing decisions.
11. Develop and implement change communication plans to support projects.
12. Research and evaluate new communication technologies and strategies.
13. Support Leadership and Manager, Communications and Marketing to deliver reports and business documents.
14. Demonstrate energy, initiative, and creativity in all job aspects, and in particular through an efficient and quality focussed commitment to work practice.
15. Build strong working relationships with internal and external stakeholders.
16. Foster a culture based on AAF's values of innovation, mastery, trust and community.
17. Other tasks as required.

### Your experience and skills

We are seeking a motivated, organised and pro-active person to work in and contribute to our Marketing and Communications Team. You will have highly developed communication and interpersonal skills and the ability to work across teams. You will be comfortable working autonomously. Previous experience in a technology, research or high education environment is highly desirable.

### Qualifications

A degree with subsequent relevant experience; or extensive experience and specialist expertise or an equivalent combination of relevant experience and/or education / training.

### Skills and capabilities required

You will be assessed based on the following:

1. Highly developed communication skills, including excellent written and oral communication skills for developing and delivering communications for multiple audiences and across multiple platforms.
2. Demonstrated organisational skills. Strong attention to detail in writing, editing and proof reading. The ability to set objectives, prioritise tasks and meet deadlines with minimal supervision.

## COMMUNICATIONS AND ENGAGEMENT OFFICER

3. Ability to initiate and develop communication strategies from ideation through to creation and implementation.
4. Demonstrated experience in the development and delivery of communication for many stakeholder groups.
5. Demonstrated experience in coordinating events and engagement activities including workshops, conferences, presentations, seminars and webinars.
6. Intermediate/advanced skills in the use of Microsoft Office software, Adobe design products software, and social media platforms.
7. Demonstrated intermediate/advanced skills in the use of web management platforms, customer relationship management platforms, and email marketing automation platforms.
8. Ability to work effectively in both a small team structure as well as independently demonstrating initiative, motivation, problem solving and organisational skills to achieve specific goals.
9. Desirable: Experience within technology/higher education/research environment.

### Other Job-Related Information

Applicants should note that:

- The position is a two-year fixed term full-time position, with normal office hours from Monday through Friday.
- Flexible working hours may be supported subject to prior approval and where this does not impact the ability of the incumbent to carry out the duties of the position.
- Some travel may be required.
- Some out of hour's work may be required from time to time.
- The position is based in the city of the successful candidate.