



CANDIDATE INFORMATION PACK

Communications Officer

Includes:

- Background information on working with us
- Position description



The Australian Access Federation

We are on a Mission

We're a driven group of people with a purpose to make Trust and Identity easier, and more cyber secure for research, teaching and learning.

AAF is an interesting company that does exciting work as a not-for-profit (NFP), which our staff and customers value.

Our work has meaning

We are a not-for-profit company supporting our subscribers which are research and education organisations in Australia. We focus on delivering leading technology for our communities. AAF staff have a sense of pride and satisfaction, knowing that what we work towards helps to make the world a better place.

Did we mention we are connected with the Australian Federal Government's eResearch infrastructure roadmap? - that's right - how many companies are part of Australia's Research technology strategy? Our staff work closely with high value innovative initiatives tackling issues from COVID, genome mapping, children's cancer research, astrophysics to identifying low wave frequencies in space and capturing gravitational waves.

We work with interesting customers and stakeholders

Just to name a few, Australia's high performance computing facilities (NCI and Pawsey), Australia's national research and education network provider AARNet, leading research facilities such as the Garvan Research Institute, all the Australian universities as well as the Commonwealth Science and Industrial Research Organisation CSIRO.

We are a globally connected service working with 87 other community driven organisations who are all doing similar things around the world. This means AAF staff get to collaborate with our global community and take part in innovative activities around the globe. To demonstrate our global reach, we chair the Asia Pacific Identity Management Working Group, the working group for a globally connected authentication framework (eduGAIN) and part of the global REFEDS (Research and Educations Federations Steering Committee). We are also a member of and participate in the Australian Higher Education Cyber Security Service (AHECS).

AAF staff are on the road, participating in initiatives and working groups with like-minded tech and research professionals around the globe. In the past our staff have travelled to interesting places such as Estonia, Prague, Ireland, Norway, New Orleans, India, Iceland, Portugal and China to be part of leading-edge strategy development in trust and identity.



We are passionate about our products and services

The Federation:

The Federation is Australia's national authentication service for research and education. Using cutting edge technologies and standards. The Federation delivers world-class single-sign-on that allows individuals across organisational boundaries to collaborate and access online resources within a trusted environment.

The Australian ORCID Consortium

The Australian ORCID Consortium provides a national coordinated approach to Open Research Contributor ID (ORCID – see: orcid.org). The consortium has enabled a globally unique persistent identifier for every researcher.

Consulting and Training Services

We provide bespoke consulting and support to our communities in meeting their identity and access management needs.

VerifID Global

VerifID Global, the national verification service enables universities, public agencies and commercial providers (e.g. Spotify, YouTube and Flight Centre) to accurately deliver services to Australian students and other roles in the research and education sector (see: [VerifID.global](https://verifid.global)).

Trust and Identity program

The AAF is a National Collaborative Research Infrastructure Strategy ([NCRIS](https://www.nrcis.gov.au)) facility providing a Trust and Identity program of work. We are developing partnerships with the NCRIS community to build a robust and secure research ecosystem.

Our company values underpin everything we do

- Innovation - an essential ingredient
- Mastery - a good mix of enthusiasm, quality, care and experience
- Trust - strengthened through our actions
- Community - achieving more together

We pride ourselves on having a hybrid work environment

Everyone is talking about remote work these days, but the AAF was doing this long before COVID. We have been operating in a hybrid mode for over 10 years. We believe hybrid work provides flexibility and brings out the best in our staff to deliver great outcomes. Hybrid meaning, we empower our staff to work from home, and also join us in the office a couple of days a week to be part of a team to work towards common goals. We are an innovative tech company after all, and how else do you innovate, share knowledge and professionally grow your career without spending



time with your colleagues over a cup of coffee (or a beer or two). It also gives our staff an opportunity to shine and get the promotion that they are after, rather than hiding behind a camera in a Zoom or Teams meeting. A hybrid approach is in-line with many leading tech companies and this balance supports better wellbeing of our staff, inter-team collegiality and a more positive culture where we can do anything no matter how challenging the task may be.

AAF HQ is in the Brisbane CBD where our office is configured with hot desks and meeting rooms specifically supporting our hybrid strategy. We support staff in other states and territories and bring them to our office to do a comprehensive session with the team when needed.

So apart from working for an awesome NFP tech company who are doing great things, why else should you be part of the AAF?

- A 35-hour work week
- The option to salary sacrifice rent/mortgage payments (yep! that's right)
- Extra-long service leave
- 3 days bonus 'recharge leave' over the Xmas and New Year period

.... and most importantly let's not forget that the AAF team prides itself on its inclusive, innovative and flexible culture that rewards and recognises great work.

If you are looking to move into a new role where you have control over what you produce, where you can make a difference and are empowered to utilise best practice techniques to create a positive global impact - then you are the person we've been looking for!



Position Description

Communications Officer

Position Title: Communications Officer

Type: Fixed term full-time position

Location: National

Reports to: Communications Manager

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.

Organisational context

The AAF is Australia's leading technology specialist in identity and access management for higher education and research. We are connected to an international community of scientists and researchers building applications and solutions that make up part of the federal Government's eResearch infrastructure strategy. We work with universities and research institutions including CSIRO and the Australian Research Data Commons (ARDC) to provide access to resources that tackle issues in health, life science and astrophysics... just to name a few.

The AAF provides a flexible work environment and a team of highly motivated individuals that work towards a common goal of supporting Australia's higher education and research sector. We enable Australia's teachers, students and researchers to use identity technologies and policies to create world class outcomes.

For further information about the AAF go to: www.aaf.edu.au

Vision

The AAF's Vision is to lead access management for Australian education and research.

Mission

The AAF's Mission is to deliver secure federated access that connects Australian teachers, students and researchers to global online resources.



The role

The role will work with the Communications Manager 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.

In this role, you will be 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:

- plans/campaigns
- print and electronic communications
- engagement activities and events.

This will raise 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 marketing advice to support your AAF colleagues.

This is a full-time position that can be based with our head office in Brisbane or nationally. We also offer flexible work arrangements.

Key responsibilities

1. Under the direction of the Communications Manager, develop 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, and presentations.
7. Participate in project planning to develop communication and support change activities.
8. Develop and design communication collateral and templates.
9. Analyse data and provide feedback. Provide reports to inform communication and marketing decisions.
10. Lead and develop change communication plans to support projects.



11. Research and evaluate new communication technologies and strategies.
12. Support the COO and Communications Manager to deliver reports and business documents from time to time.
13. Demonstrate energy, initiative, and creativity in all job aspects, and in particular through efficient and quality focussed commitment to work practice.
14. Build strong working relationships with internal and external stakeholders.
15. Foster a culture based on collaboration, teamwork, and quality.
16. Other tasks as required.

Your experience and skills

We are seeking a motivated, organised and pro-active person to work with and contribute to our 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 communication collateral for multiple platforms.
2. Demonstrated organised approach to work. Strong attention to detail in writing, editing and proof reading. The ability to set objectives, prioritise tasks and meet deadlines with minimal supervision.
3. Ability to lead and develop communication strategies from ideation through to creation and implementation.
4. Demonstrated experience in the development and delivery of communication, and support change management for a large number of stakeholders groups.
5. Demonstrated experience in events and engagement activities including workshops, conferences, presentations, seminars and webinars.
6. Demonstrated 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, 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:

1. The position is a fixed term full-time position, with normal office hours from Monday through Friday.
2. A 35-hour week, with normal working hours from Monday through Friday.
3. Flexible working hours will 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.
4. Some travel may be required.
5. The position is based in an office in the city of the successful candidate, or a work from home arrangement may be supported subject to negotiation and approval.