

Candidate pack

Strategic Communications Coordinator

APS 5

\$85,883 to \$92,730 plus 15.4% superannuation

Full time, Ongoing

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|----------------------------|--|
| Location: | Sydney |
| Section: | Delivery |
| Branch: | Strategic Communications |
| Division: | Technology and Strategy |
| Security clearance: | N/A |
| Reference: | 2832-2025-1 |
| Contact for information: | Dara Vongsonephet – Delivery Manager dara.vongsonephet@esafety.gov.au 0472 830 796 |
| Applications close: | Sunday, 4 May 2025 at 11.59pm AEST |

About eSafety

At eSafety, we are pioneers in online safety regulation, leading global efforts to combat digital harms and foster safer, more positive online experiences for all Australians.

Our mission is bold and far-reaching.

From tackling cyberbullying and child sexual exploitation, to confronting emerging harms brought about by new innovations such as generative AI and immersive technologies, we oversee Australia's online safety landscape.

We work closely with Commonwealth departments, agencies, and a range of partners to create meaningful change.

We don't just regulate; we educate, support, and advocate. Our team collaborates with diverse communities, educators, law enforcement, and industry leaders to build safer digital environments and give Australians the skills and knowledge they need to navigate online spaces confidently.

At eSafety, you'll be part of a passionate team under the leadership of an independent Commissioner who is supported by the Australian Communications and Media Authority (ACMA). Our eSafety staff are ACMA employees who are subject to the terms and conditions of employment in the [ACMA's Enterprise Agreement 2024-2027](#).

If you're driven to tackle today's online challenges and help prepare Australia for the ones to come, eSafety offers a dynamic career where you will make a difference. Join us and help shape the future of online safety.

View [Working at the ACMA and eSafety](#) or [visit our website](#) for further details.

About the team

Sitting within the Technology and Strategy Division, the **Strategic Communications Branch** includes multiple communications functions, including:

- **Digital Content and Publishing** – Leads the creation of eSafety's digital assets and manages eSafety's digital content strategy. Provides editorial services, managing eSafety's website as a vehicle for program delivery and user engagement.
- **Media and Corporate Communications** – Provides strategic oversight into media management and safeguards organisational reputation. Prepares a full range of media materials including media and communications policies and plans, media releases, blog posts, speeches, social media management and key corporate documents.
- **Marketing, Campaigns and Events** – Develops eSafety's marketing strategies, identifying appropriate channels and delivering across these. Operates the organisational marketing program, engaging with stakeholders and using analytics to track engagement and performance.
- **Delivery** – Manages operational delivery, including JIRA workflow management. The team delivers all visual creative and design services; as well as internal communications.

The **Delivery Team** includes responsibility for:

- branch operations, including reporting and support for other teams within Strategic Communications
- visual creative and design services
- internal communications.

We are a collaborative and supportive team that values innovation, diversity, and continuous improvement. Together, we work with all functional areas of eSafety.

About the role

eSafety is looking for a **Strategic Communications Coordinator** to help us drive effective operations of the Strategic Communications Branch.

Working as a core part of the Delivery Team, the Strategic Communications Coordinator will help us deliver across a range of complex strategic communications projects and support the team's critical day to day functions. This role offers the opportunity to collaborate widely, gain experience across a diverse portfolio and work in a fast-paced environment.

Key duties of the Strategic Communications Coordinator include:

- project management co-ordination, tracking and documentation, and maintaining the branch calendar
- working with teams to track program delivery, ensuring data is being captured to measure program performance and effectiveness
- supporting diverse communication activities, including development of internal communication products
- preparing and maintaining project documentation for reporting, monitoring and evaluation purposes
- supporting planning and conduct of stakeholder meetings or briefings
- supporting procurement and contract management activities
- preparing reports and briefings where required
- other duties as required.

Note: Due to the nature of eSafety's regulatory scope, occupants in this role may be exposed to content or hear stories about other people's experiences with online harm or be involved in work on potentially distressing and sensitive topics. Staff have access to support through our Employee Assistance Program and other wellbeing initiatives and training.

Our ideal candidate

To be successful in this role you will be an excellent team player and ready to pitch in on a broad range of tasks. You will need to enjoy a challenge and be willing to work collaboratively and flexibly in an evolving and fast-paced environment.

You will be a highly organised and detail-oriented individual who is familiar with strategic communication functions (communications, marketing and publishing). This role is suited to a flexible, self-motivated individual, looking to gain experience across a diverse portfolio and work in a dynamic government setting.

To see you succeed in this role, you will have:

- excellent written and verbal communications skills
- positive customer service attitude
- strong attention to detail
- experience in tracking and interpreting data to help us make well-informed decisions
- experience in business strategy/planning and operations management, or marketing and communications delivery
- experience with strategic communication functions (communications, marketing and publishing).

Highly regarded qualifications and experience:

- experience with project management tools such as Jira, Trello, or Microsoft Project.

What can you expect from us?

eSafety offers a dynamic and interesting working environment where you will be working with passionate and dedicated people who share one goal – a safer and more positive online experience for all Australians.

We are a fast-growing team of educators, investigators, lawyers, policy analysts, technology experts, digital specialists and other professionals who collaborate, innovate and support each other to achieve our goals.

We invest in our people and want to support you to do your best work every day, so you will have access to a range of learning and development opportunities, flexible working arrangements, competitive employment conditions and a safe and supportive work environment.

Other benefits include:

- salary aligned to those outlined in the ACMA Enterprise Agreement that will increase in line with APS headline salary increases plus 15.4% superannuation
- generous leave provisions including 4 weeks annual leave each year (pro-rata for part-time employees) with the option to purchase additional leave plus an additional paid office shutdown period between Christmas and New Year's Eve, 20 days personal leave per annum (pro-rata for part-time), up to 18 weeks paid parental leave, cultural leave and more
- access to salary packaging.

Eligibility

To be eligible for employment with eSafety, applicants must be Australian citizens.

Successful applicants are required to satisfy an employment screening process which may include demonstrating Australian citizenship, satisfactory completion of security and integrity checks and successful completion of a medical assessment.

Suitable candidates may be placed in a merit pool from this selection process and the pool may be used to fill similar ongoing or non-ongoing roles. Non-ongoing vacancies filled from a merit pool may be offered as a specified term. Applicants may have their application and assessment results shared with other Australian Public Service (APS) agencies looking to fill similar roles.

RecruitAbility

All of our roles are advertised under the RecruitAbility scheme.

RecruitAbility is a scheme which aims to attract and develop applicants with disability and also facilitate cultural changes in selection panels and agency recruitment.

Job applicants can be advanced to the next stage of the selection process where they:

- opt into the scheme
- declare they have a disability, and
- meet the minimum requirements of the advertised vacancy (requirements are detailed in the section titled 'Our ideal candidate').

More information can be found at [RecruitAbility scheme: A guide for applicants | Australian Public Service Commission \(apsc.gov.au\)](https://www.apsc.gov.au/recruitability).

Integrity

The Australian Public Service (APS) has a unique and privileged role in serving the Australian community. APS employees support the development and delivery of policies, services, regulation, and initiatives that affect the lives of all Australians. APS employees are trusted to act in the best interest of the Australian community. The integrity of the APS - its employees, systems, and practices - is fundamental to maintaining this trust.

eSafety expects all staff to promote, model and uphold the APS and eSafety values, and be committed to public service integrity. Integrity at eSafety is based on a foundation of robust, transparent, honest, and ethical behaviour and decision-making.

In our role as a regulator and independent Commonwealth statutory authority, it is critical that we employ and model a pro-integrity culture in every aspect of everything we do, both internally and externally.

How to apply

If you think your skills and abilities match the requirements of the job and this sounds like the opportunity you are looking for, we want to hear from you.

Our [online careers portal](#) will guide you through the application and submission process.

Your application will need to include:

- Your resume of no more than two to four pages, and include:
 - Your full name, personal email and mobile number.
 - Details of any relevant education and qualifications.
 - Work experience starting with your most recent employment, including responsibilities and achievements. Indicate dates and explain any gaps in time.
 - Other relevant experience and what you may have gained from it.
- The contact details of two referees who can validate and support your application. Your referees should include your current supervisor and may be contacted at any stage of the process. It is important that you advise your referees of your application and that you are confident they will support it.
- A 750-word cover letter outlining how your skills, knowledge, qualifications and experience make you the best person for the job.

Your 750-word cover letter

Tell us why you are the right person for the position. We want to know:

- Why you want to work in this role.
- How your skills, experience and qualifications can benefit us:
 - Try not to duplicate information in your resume but highlight specific examples or achievements that will demonstrate your ability to perform the role.
 - You may like to structure your examples using the problem, action, result (PAR) method:
 - **Problem (situation/issue):** Describe a specific problem, situation or issue that occurred where you had the chance to demonstrate your skills.
 - **Action:** Outline the action you took to address or resolve the problem.
 - **Result:** Detail the outcome of your actions, including what you learned, what you might do differently, and how the result impacted your organisation or team.
 - You do not need to use a different example for each of the skills required in this role; you could use one example that covers several of the skills and values we seek.