Communications Coordinator

Stakeholder Engagement and Influence
Adelaide/Sydney, Level 5



About ONRSR

The Office of the National Rail Safety Regulator (ONRSR) plays an integral role in keeping Australians safe across the nation's vast and varied rail networks. Headquartered in Adelaide, and with offices around the country, ONRSR is an independent regulatory authority that encourages safe rail operations, enforces national compliance with the *Rail Safety National Law*, and promotes and improves rail safety throughout Australia.

Our People

At ONRSR we aim to enhance and promote rail safety nationally through effective risk-based regulation. To achieve that, we need people with the vision to contribute to the safety of Australia's railways – people who are professional, whose values align with ONRSR's values of independence, respect, integrity, diligence and excellence. People motivated by the opportunity to improve rail safety and by the benefits this delivers to the Australian community.

Our purpose

Safe railways for Australia



The Role – Your impact and contribution

The role of **Communication Coordinator** is responsible for supporting internal communications initiatives to help ensure ONRSR employees are informed, engaged and aligned with organisational goals.

Your contribution involves managing ONRSR's intranet (SharePoint), developing internal newsletters and other content, coordinating staff briefings, supporting corporate events, and providing strategic communication support across various business units. You will also ensure the effective management the ONRSR Information mailbox, triaging communications from a variety of external stakeholders.

Key Relationships

Reports to: Director, Stakeholder Engagement and Influence
Internal: Business units across ONRSR
External: Various stakeholders through management of the ONRSR Information mailbox.

Your Responsibilities

Activities

Combining your enthusiasm for communications and passion for safety improvement you will:

- Maintain the ONRSR Hub (SharePoint intranet) daily, ensuring timely uploads of document updates from business areas.
- Troubleshoot ONRSR's intranet-related issues and work with IT support when necessary.
- Prepare and publish regular internal communications, including the weekly ONRSR Express newsletter, staff profiles, and updates on key events.
- Source, write and edit engaging content that aligns with ONRSR's internal communication objectives.
- Provide communications advice to ONRSR business units to support internal campaigns.
- Organise and manage the bi-monthly ONRSR All Staff Briefings, including scheduling, presentation development, recording, and promotional activities.
- Assist with ONRSR-led events – including Work Health & Safety (WHS) initiatives and Diversity, Equity & Inclusion (DEI) - assisting with logistics, content creation, and stakeholder engagement.
- Coordinate electronic direct mailouts (EDMs) and surveys using tools such as MailChimp, SurveyMonkey, and Mentimeter.
- Ensure effective distribution of key information to ONRSR employees and stakeholders.
- Maintain the ONRSR Image Library in SharePoint, ensuring all assets are well-organised and up to date.
- Manage the ONRSR Information mailbox, triage emails, and liaise with subject matter experts to develop appropriate responses.
- Undertake research and special projects as required, supporting ONRSR's business areas in delivering strategic communication initiatives.
- Assist in monitoring and evaluating communication strategies to improve engagement and effectiveness.
- Assist with monthly Executive reporting requirements for Stakeholder Engagement and Influence

What you Bring – Key Competencies

Key to success in this role is that you have:

- Strong written and verbal communication skills with a keen eye for detail.
- Experience managing and updating SharePoint intranets or similar platforms.
- Proficiency in digital communication tools such as MailChimp, SurveyMonkey, and Mentimeter.
- An ability to source, write and edit engaging content for internal audiences.
- Strong organisational and project management skills, with the ability to multitask and meet deadlines.
- Strong interpersonal skills and a collaborative approach in working with stakeholders.
- The ability to work independently and proactively solve problems.
- Experience in an internal communications role, preferably within a regulated industry such as rail, transport, or government.

Helpful qualifications and experience

- Tertiary qualification in Communications or a related field (or equivalent experience).
- Familiarity with WHS and DEI initiatives in workplace communications is favourable.

Your compliance

As a regulator, it is important that we are all on the same page when it comes to safety and risk management and everyone at ONRSR is responsible to actively supporting this aspect of our role to promote a positive and safe culture. ONRSR has a zero tolerance to the use of alcohol and non-prescription drugs for all workers while undertaking ONRSR work. This includes workers recalled to duty unexpectedly who should decline to work if doing so puts them in breach of the Drug and Alcohol Policy.

Other items of note

On occasions, this role will require you to work outside of normal business hours, on weekends and public holidays. There is a requirement to travel which may include short stays in ONRSR interstate offices. If you would like more information about how ONRSR regulates please read the ONRSR Way 2020.

Privacy Notification

ONRSR requires personal information and documents relevant to your employment. The collection and handling of this information will be consistent with the requirements of relevant privacy laws.

	Our Commitment to you and your Commitment to ONRSR ONRSR is genuinely committed to investing in the capability of its team and is proud of its structured Regulatory Officer Training Program that supports Regulatory Officers in learning the *ONRSR Way* to rail safety compliance in a supportive environment. All team members can access opportunities to learn key skills in their role and about regulation through this integral program. The success of these programs relies on your engagement, openness to learning and willingness to share with your peers. ONRSR expects its people to contribute to the efficient and effective functioning of the organisation to meet ONRSR and team strategic goals. This includes actively participating in the Performance Development Plan; demonstrating appropriate and professional behaviours in accordance with the Code of Conduct and values; providing assistance to team members if required; and undertaking other key responsibilities or activities as directed. I have read and understood the requirements of the position and agree to carry out the key responsibilities to the best of my ability. I understand that I may be required to perform other duties from time to time to fulfill the position requirements.