

TELECOMMUNICATIONS AUTHORITY OF FIJI

JOB DESCRIPTION: CORPORATE COMMUNICATIONS OFFICER

CORPORATE INFORMATION

1. Salary Range: \$28,894 - \$43,342
 2. Duty Station: Telecommunications Authority of Fiji **(TAF)** Office
 3. Reporting Responsibilities:
 - a) **Reports To:** Manager Legal
 - b) **Liases with:** Board of Directors, CEO, Personal Assistant to CEO, Manager Technical Regulatory, Team Leader [Engineer & Projects], Engineer Support Officers, Corporate Communications Officer, IT Officer, Finance Officer, Finance Assistant, Administration Officer & Receptionist, Office Assistant, Driver/ Messenger, Stakeholders and other Government Ministries.
- b) Subordinates:** None

POSITION PURPOSE

The position is responsible for managing and enhancing the Authority's corporate reputation and brand through strategic communications initiatives. This role involves developing and executing communication strategies that align with TAF's objectives, ensuring consistent messaging across all channels, and fostering positive relationships with stakeholders including employees, media, investors, and the public.

KEY RESULTS AREA (KRA)

The position will achieve its purpose through the following key responsibilities:

1. Develop comprehensive communication plans aligned with TAF's corporate goals and values.
2. Manage media relations inquiries, prepare press releases, and cultivate relationships with journalists to enhance TAF's media presence.
3. Facilitate effective internal communication strategies to keep employees informed and engaged with TAF's mission and initiatives.
4. Managing the Authority's branding through safeguarding and promoting TAF's brand identity through consistent messaging and visual standards.
5. Develop and implement crisis communication plans to protect TAF's reputation during challenging situations.
6. Actively contributing to all corporate requirements of the including planning, budgeting and corporate activities where required.

KEY PERFORMANCE INDICATORS

Performance will be measured through the following indicators:

1. Media Coverage: Measure the volume and sentiment of media coverage related to TAF.
2. Employee Engagement: Track employee feedback and engagement levels through surveys and internal communication metrics.
3. Brand Perception: Conduct regular brand perception surveys to assess external stakeholders' views of TAF.
4. Crisis Response Effectiveness: Evaluate the timeliness and effectiveness of responses during crisis situations.
5. Communication Plan Effectiveness: Assess the achievement of communication goals outlined in strategic plans.
6. Actively participate in all corporate requirements, including planning, budgeting, and corporate activities, demonstrating accountability and commitment to achieving TAF's strategic goals.

PERSON SPECIFICATION

In addition to a bachelor's qualification in Communications, Public Relations, Journalism, or similar, at least 5 years' proven experience in corporate communications, preferably within a complex organization or industry.

Knowledge and Experience

1. Demonstrated experience in developing and implementing strategic communication plans.
2. Proficiency in media relations, including experience with press releases, media pitches, and crisis communications.
3. Understanding of branding principles and brand management strategies.
4. Familiarity with digital communications tools and platforms.
5. Experience in managing internal communications within large organizations.

Skills and Abilities

1. Exceptional interpersonal skills with the ability to build relationships and influence stakeholders at all levels.
2. Strong analytical and problem-solving abilities.
3. Attention to detail and accuracy in all communications.
4. Creative thinking and ability to innovate in communications strategies.
5. Ability to work effectively in a team as well as independently.
6. Demonstrated ability to maintain confidentiality and neutrality, in a sensitive environment.
7. Service oriented approach, with a commitment to supporting the operational and corporate environment of the organization.

Personal Character and Eligibility

Applicants for employment in the Telecommunications Authority of Fiji must be Fijian Citizens, below the age of 60, be of sound health, with a clear police record. The successful applicant will be required to provide a medical certificate and police clearance as a condition of employment.

The Telecommunications Authority of Fiji is an Equal Employment Opportunity Employer. Applicants are encouraged from all eligible and qualified applicants. Applicants highly assessed as having specific knowledge, experience, skills and abilities required for the job will be considered.