

JOB DESCRIPTION

MTCSMEC 67/2024: COMMUNICATIONS COORDINATOR (COMPUTER EMERGENCY RESPONSE TEAM), DEPARTMENT OF COMMUNICATIONS

Corporate Information

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| 1. Position Level: | Band H |
| 2. Salary Range | \$34,760.31 - \$44,564.50 (Step 1 – 4) |
| 3. Duty Station: | Suva |
| 4. Reporting Responsibilities | a) Reports to the CERT Manager
b) Liaises with the Director General, Permanent Secretary, other development partners, and private sector stakeholders
c) Subordinates: none |

POSITION PURPOSE

The Communications Coordinator is responsible for delivering Fiji CERT communication campaigns and providing strategic communications advice.

The role is responsible for delivering communications campaigns to support and promote positive cyber security behaviours and to elevate the reputation of the nature of the CERT across its constituents and various stakeholders. The role assists the CERT team with engagement, social media strategies, website content and publication. The role will also carry out market research projects with relevant agencies, develop engagement strategies, oversee campaigns, development and production report on results.

KEY RESPONSIBILITIES

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

- 1) Provide strategic communications advice to build the reputation and awareness of the CERT
- 2) Develop a level of expertise and fluency in the cyber security field, including staying up to date with new developments and relevant international activity
- 3) Contribute to strategic planning, reporting, and internal communications to increase effectiveness and impact of the CERT
- 4) Build and maintain trusted relationships with stakeholders
- 5) Increased visibility and awareness amongst the CERT constituents through the use of traditional and social media;
- 6) Any other duties as reasonably requested by supervisor.

KEY PERFORMANCE INDICATORS

Performance will be measured through the following indicators:

- 1) Translate government and CERT overarching strategic priorities into relevant communications, channel marketing and content initiatives helping advance CERT interest
- 2) Ensure advice and plans take account of the wider National Cybersecurity strategy's context

- 3) Develop and manage key relationships with internal and external stakeholders of the CERT
- 4) Lead the development of communications material and content fit-for-purpose for different audiences in different channels, from web to social media to printed collateral to material for relevant stakeholders
- 5) Along with CERT team members, plan proactive media activity and develop and deliver responses to queries
- 6) Lead the development and delivery of a marketing and communications strategy contributing to the CERT's overarching goals including raising awareness of cyber security impacts, best practice and of the CERT itself.
- 7) Build partnerships with other organisations to deliver effective CERT awareness programmes.
- 8) Ensures that communications are effective for the target audience by using the most appropriate communication tools and methods
- 9) Inform responses to inquiries from the media on cyber security events/issues
- 10) Communicating with technical and non-technical audiences
- 11) Translate over-arching strategic priorities into relevant communications, channel, marketing and content initiatives, helping to advance the CERT's interests.

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PERSONS SPECIFICATION

In addition to Bachelor's Degree in Journalism / Marketing/ Public Relations or a relevant discipline together with the following Knowledge, Experience, Skills and Abilities required to successfully undertake this role are:

Knowledge and Experience

1. At least 3 years' experience in Public Relations skills in a complex service environment preferably in a government public setting
2. Demonstrated ability to prioritise work flow and implement time-management strategies;
3. Ability to build and maintain stakeholder relationship;
4. Excellent analytical and communication skills (both written and oral); and
5. Excellent interpersonal skills to liaise effectively with diverse individuals and organisations (both internally and externally) at all levels
6. Significant experience independently managing and providing strategic advice in a complex service environment
7. An understanding of marketing fundamentals and how to put together successful marketing strategies to achieve the mandate of the CERT
8. Demonstrated experience in delivering communications and engagement campaigns including third party agencies such as marketing, advertising and research companies

Skills and Abilities

1. Ability to build and maintain stakeholder relationships;
2. Proven experience developing constructive relationships at all levels to inform and support the work of the role.
3. Excellent analytical and communication skills (both written, editorial and oral); and
4. Excellent interpersonal skills to liaise effectively with diverse individuals and organisations (both internally and externally) at all levels.
5. Ability to learn quickly, picking up on the essence and underlying structure of complex concepts.
6. Ability to take a strategic, proactive approach to communications and associated stakeholder engagement and to create strategies that fit with the overall organisational and government objectives.
7. Communicates complex technical information in an easy-to-understand manner.

8. Experience of working within the IT and/or security sector is an advantage.

PERSONAL CHARACTER

Applicants for employment must be of good character, with a background that demonstrates their commitment to the Civil Service Values contained in the Fijian Constitution. Applicants must also be Fijian Citizens, under age 60 years, in sound health and with a clear police record. The selected applicant will be required to provide a medical certificate and police clearance prior to taking up duty.