

# TOWN of CLAREMONT Information Pack



**Position**            **Manager Communications & Customer Relations (Part-Time)**

**Salary**             **\$115,514.11 per annum (pro-rata) plus 15% superannuation**

The Town is seeking a part-time (four days a week) Manager of Communications & Customer Relations. This role oversees the Town's corporate communications, marketing, and customer relations functions. Reporting directly to the CEO, the Manager will be responsible for enhancing the Town's brand, producing high-quality external communications, and ensuring excellence in front-line customer relations. This position will be responsible for:

- Provide strategic leadership to the Communications and Customer Relations teams.
- Manage the portfolio budget and provide regular reporting to the CEO.
- Oversee delivery of corporate publications, website content and digital media strategy.
- Manage media relations, public messaging and stakeholder communications.
- Lead community consultation initiatives and support engagement strategies.
- Ensure high standards of customer service aligned to the Town's Customer Experience Charter.

The ideal candidate will demonstrate strong leadership skills, a solid understanding of political dynamics, and excellent communication abilities. They should hold a relevant qualification in Communications or a similar field, along with significant experience in communications, marketing, public relations, or journalism, preferably in local government or a quasi-political setting. The candidate's values must align with the Town's values: respect, integrity, quality communication, and exceptional customer service.

The Town of Claremont is a progressive local government that was established in 1898 for the picturesque riverside suburbs of Claremont and Swanbourne. It is a busy and forward focused local government with dedicated staff who are committed to making a difference at a local level. The Town was ranked Number 1 local government from the MARKYT Community Scorecard, as voted by their community in the 2023/24.

The Town offers great benefits such as a health and wellbeing program, additional superannuation contributions, flexible working arrangements, RDOs, free onsite parking and free access to an on-site gym and to the Claremont Aquatic Centre.

**Applications close Monday 16 March at 5 pm.**

The Town is an equal opportunity employer that values a diverse workplace. The Town encourages people of all ages, genders, culturally diverse backgrounds and those with a disability to apply.

Please direct all enquiries to HR Team Member (9285 4300). Early applications are highly recommended as the Town will interview suitable candidates prior to the closing date





## Completing your application

In order to be considered you must be able to demonstrate your suitability for the position. Before preparing your application check the essential selection criteria outlined in the position description to make sure you are eligible to apply.

## What your application must include

### Cover letter

A covering letter is required and should demonstrate your suitability for the position.

### Resume

Your Resume should include your personal details, relevant work history, education, training, qualifications and professional memberships.

The names and contact details of at least two work related referees should be presented in your Resume.



## Lodging your application

Please ensure that the position title is clearly marked in the covering letter of your application. Applications must reach the Town of Claremont no later than 5.00pm on the closing date. The Town of Claremont prefers to receive applications via email at [HR@claremont.wa.gov.au](mailto:HR@claremont.wa.gov.au)

Alternatively, applications may be mailed to:

Town of Claremont  
PO Box 54, Claremont WA 6910

Please do not submit original documents.

Canvassing of Councillors will disqualify applicants.

The Town of Claremont is an Equal Employment Opportunity Employer and is committed to selecting the best applicant for each vacancy.

If you do not hear back from the Town within 2–3 weeks, please consider your application unsuccessful.

# TOWN *of* CLAREMONT

## Employee Benefits

### Remuneration & Conditions

- Competitive salaries;
- Generous superannuation contribution scheme;
- Flexible work options including work from home (WFH);
- Employee recognition program;
- Attractive working location in the Claremont Town Centre;
- Modern, accessible workspaces;
- Accessible public transport and free car parking.



### Health & Wellbeing Initiatives

- Free use of our Corporate Gym and Aquatic Centre;
- Confidential employee assistance program;
- Flu vaccinations;
- Skin cancer checks;
- Health and wellbeing seminars and initiatives.



### Training & Development

- Training courses;
- Opportunities to attend work-related conferences and seminars;
- Study assistance options including reimbursement of approved course fees (conditions apply);
- Opportunities to act in higher grade roles;
- Opportunities to participate in project teams and committees.