



Credit: Reginald Ramos/DFAT

# Position Description

## Communications and Public Diplomacy Adviser - HLC

<b>Position Title</b>	Communications and Public Diplomacy Manager
<b>Work Area</b>	Humanitarian Logistics Capability Program
<b>Supervisor</b>	Partnerships & Performance Lead
<b>Incumbent</b>	Click or tap here to enter text.

### Tetra Tech International Development

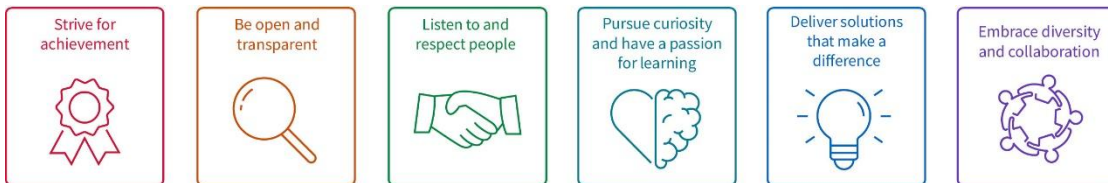
Tetra Tech has a 40-year history in successfully delivering international development projects on behalf of donors around the world. Our people work side by side with local partners to support stability, economic growth and good governance, positively changing people’s lives.

Tetra Tech International Development is part of Tetra Tech, a global consulting firm. The International Development team implements and manages projects designed to strengthen social and economic infrastructure and improve the lives of people in the Asia Pacific region.

We welcome applicants of all genders, disabilities, ages, ethnicities, and language groups.

### Our Values

We are a values-based organisation. Our values reflect who we are and what we stand for, and we strengthen our engagement with colleagues, partners and clients through our shared values and behaviours.



### Overview of the Humanitarian Logistics Capability

The Australian Department of Foreign Affairs and Trade (DFAT) Humanitarian Logistics Capability (HLC) facilitates the timely, effective, and flexible delivery of the Australian Government’s humanitarian assistance and emergency relief program around the world, providing high quality, multifaceted, flexible and responsive project management and humanitarian supply chain solutions in support of Australia’s Humanitarian Emergency Relief activities.

The goal of HLC is to facilitate humanitarian action that saves lives, alleviates suffering, and enhances human dignity during and in the aftermath of conflict, disasters, and other humanitarian crises. The HLC warehouse in Brisbane maintains the largest stockpile of prepositioned humanitarian emergency relief supplies within the

Southern Hemisphere, with the capacity to respond to three simultaneous crises and can support at least 11,500 families – or 57,500 people.

The HLC maintains core capabilities to perform critical tasks across six functional areas: Logistics Planning and Coordination; Procurement; Warehousing; Shipping and Transport; Deployment Support and Technical Assistance and Program Management and integrates cross-cutting, thematic priorities of Gender Equality, Disability and Social Inclusion (GEDSI), Greening, Localisation, Innovation, Partnerships and Indigenous engagement into all operations and activities

Tetra Tech International Development, as the Implementing Contractor for the HLC, will work closely with DFAT, other Commonwealth response capabilities, international organisations and humanitarian partners to implement HLC operations and activities across all aspects of program management and delivery.

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## Purpose and Objectives

The Communications and Public Diplomacy Manager provides strategic leadership for the program's communications and public diplomacy agenda, ensuring all activities enhance the visibility, credibility and impact of Australia's humanitarian support. The Manager is responsible for designing and implementing an integrated communications and public diplomacy strategy, overseeing the development of high-quality content, narratives and digital assets that reflect Australia's humanitarian values and priorities.

The Manager will ensure full compliance with approved branding guidelines, maintain consistent and ethical messaging across all channels, and lead the documentation of program activities, results and learning. The role will strengthen communication capacity across the program, support partners to uphold best-practice standards, and manage targeted public information, advocacy and social marketing campaigns, leveraging traditional, social and digital media, to build trust, strengthen relationships and increase awareness of Australia's humanitarian assistance.

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## Key Responsibilities

### Strategic Leadership & Planning

- Lead and implement the communications and public diplomacy strategy in collaboration with DFAT and other key stakeholders.
- Develop annual communications workplans, aligned with EOIOs and program priorities.
- Embed the "Team Australia" narrative by coordinating closely with Australia Assists, PHWP and broader DFAT humanitarian programs.
- Ensure all messaging aligns with the Australian Aid brand, DFAT communication principles, and ethical communications frameworks.

### Content Development & Storytelling

- Oversee creation of multimedia content across all channels (visual, written, digital).
- Manage production of story arcs, case studies, impact stories and key messaging.
- Translate MERL insights and logistics data into accessible communication content for public and stakeholder audiences.
- Ensure culturally sensitive, inclusive, plain-language communication consistent with GEDSI, safeguarding, First Nations and greening principles.
- Create and manage branding and template designs, ensuring alignment with DFAT guidelines.

### Public Diplomacy Management

- Plan and oversee delivery of public diplomacy events (warehouse tours, study tours, training events, exhibitions, etc.).
  - Liaise with DFAT Posts, partner governments, humanitarian organisations and strategic partners to coordinate joint communications and diplomatic opportunities.
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## Key Responsibilities

- Build relationships with DFAT media, Strategic Communication Division and other communication focal points across “Team Australia”.

### Digital Communications & Channels

- Manage HLC identity and digital presence, including website content and potential social media channels (as determined by DFAT).
- Use DFAT and partner digital channels strategically to elevate HLC visibility.
- Ensure all digital assets comply with DFAT DAMS requirements, image consent protocols and clearance processes.
- Support with the contribution and collaboration of social media content for other relevant programs

### Media & Crisis Communications

- Prepare media briefs, key messages and talking points in collaboration with DFAT media.
- Manage rapid-response communications during crises or reputational risk events.
- Train and support deployees and warehouse staff to capture safe, ethical visual content.
- Navigate clearance processes and ensure timely approvals from DFAT.

### Stakeholder & Partner Engagement

- Maintain strong relationships with DFAT Humanitarian Response Operations Section, Posts and other HLC stakeholders.
- Coordinate storytelling and content with humanitarian partners, warehouse partners, the Australian Defence Force (as relevant), civil society actors and in-country collaborators.
- Develop frameworks and briefs for stakeholders supporting last-mile content generation.

### Monitoring, Evaluation, Reporting & Learning (MERL)

- Work with the MERL Manager to collect impact evidence and engage in cross-cutting learning activities.
- Develop communication KPIs and contribute to monitoring and evaluation frameworks.
- Produce annual reports, public-facing summaries, briefing materials and communication insights for DFAT.

### Governance, Compliance & Ethical Standards

- Uphold DFAT, ACFID, Australian Government Style Manual and HLC ethical communication standards.
- Manage image consent, safeguarding, and appropriate representation of partner communities.
- Maintain compliance with content clearance matrix, branding protocols and risk mitigation measures, including establishing streamlined approvals process with DFAT to expedite the production of communications materials.

## Selection Criteria

### Qualifications

- Tertiary qualifications in media, communications, public relations, public diplomacy, journalism or a related field.

### Experience

- Proven experience in managing strategic communications for donor-funded development programs.
- Demonstrated experience in leading and implementing comprehensive communications plans, strategies, and campaigns.
- Experience in producing high-quality communications products across various media platforms.

## Selection Criteria

- Proven track record in event preparation, coordination, and organisation.
- Experience working in cross-cultural and multilingual environments.

## Knowledge and Skills

- Advanced knowledge of social media platforms, web-based management systems, and the latest communication methods.
- Strong mentoring and capacity-building skills.
- Strong storytelling, writing, editing and multimedia production capabilities.
- Ability to collaborate effectively with government agencies, international stakeholders and technical teams.
- Deep understanding of cross-cutting priorities, including gender equality, diversity and social inclusion (GEDSI), climate change, and localisation, with the ability to integrate these into communications planning and implementation.

## Personal Attributes

- Exceptional listening skills, curiosity, and the ability to communicate effectively with diverse groups.
- Strong self-management skills, including the ability to prioritise and meet deadlines.
- High level of diplomacy, discretion, and problem-solving abilities.
- Ability to work both independently and collaboratively.

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## Code of Conduct

In accordance with Tetra Tech's Code of Conduct and Client Service Standards, all staff are expected to display professional behaviour, communicate respectfully, and perform their duties responsibly.

## Child Protection

Tetra Tech International Development is committed to protecting the rights of children. We reserve the right to conduct police checks and other screening procedures to ensure a child-safe environment.

## Gender Equality, Disability and Social Inclusion

Tetra Tech International Development does not discriminate on the basis of ethnicity, race, colour, religion, disability, sex, sexual orientation, gender identity or expression, national origin, veteran status, marital status, or any other identity. We strongly encourage applications from minoritised groups and promise to ensure our application process is accessible and inclusive.

## Preventing Sexual Exploitation, Abuse and Harassment

Tetra Tech International Development is committed to respectful workplaces and does not tolerate sexual exploitation, abuse or harassment of any kind.

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*A position description is not intended to limit the scope of a position but to highlight the key aspects of the position. The requirements of the position may be altered in order to meet the changing operational needs of Tetra Tech International Development.*