TETRA TECH
International Development

Position Description

Strategic Communications Team Lead



Position Title	Strategic Communications Team Lead
Work Area	Aus4Skills
Supervisor	Senior Manager – Impact, Learning and Communications
Incumbent	Vacant

Tetra Tech International Development

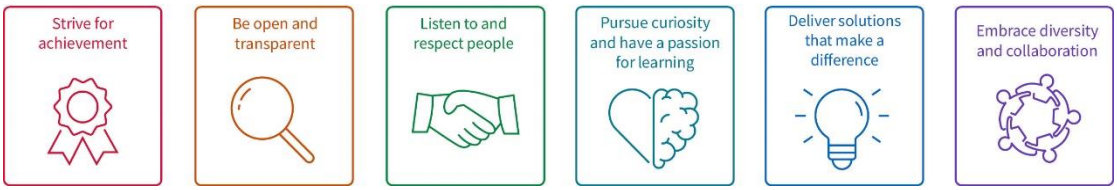
Tetra Tech has a 40-year history in successfully delivering international development projects on behalf of donors right around the world. Our people work side by side with local partners to support stability, economic growth and good governance, positively changing people's lives.

Tetra Tech International Development is part of global consulting firm Tetra Tech. 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 group.

Our Values

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



Overview of Aus4Skills

Aus4Skills Phase 3 is a ten-year program funded by the Australian Department of Foreign Affairs and Trade (DFAT) which works in partnership with Government of Vietnam (GoV) to strengthen Vietnam-Australia relationships by supporting Vietnam's human resources development ambitions and priorities. Building on previous phases, Aus4Skills Phase 3 aims to enable Vietnam to realise its human resource development goals in agreed sectors, promoting a stable, secure and prosperous Vietnam. This goal aligns with Vietnam's national development strategies and the Australian Government's objectives to foster meaningful partnerships that deliver mutual benefits. The program targets fundamental human resource development needs in vocational skills development, public sector leadership capacity, and inclusive participation of women, ethnic minorities, and people with disabilities, while also deepening Vietnamese and Australian people- to-people connections and institutional links between the two countries.

Aus4Skills Phase 3 seeks to achieve the following three End-of-Program Outcomes:

- Australia Awards' alumni leverage their skills, knowledge and networks to contribute to bilateral development priorities and stronger relations between Australia and Vietnam
- Vietnam and Australia have a strengthened strategic partnership for public sector governance that fosters increased leadership capability and networks, advances women in leadership, and promotes inclusive green growth and institutional innovation
- Vietnam strengthens delivery of inclusive, climate-adaptive, industry-informed vocational education and training (VET) in key sectors, ensuring that workforce development meets industry demands and promotes social equity.

Aus4Skills Phase 3 will leverage and deepen established partnerships with key Vietnamese Party agencies and Government Ministries to achieve the above End-of-Program outcomes through the following three components:

(i) Higher Education and Engagement (HEE) - support through scholarships, alumni and targeted activities overseen by the Ministry of Education and Training (MOET)

(ii) Vietnam Australia Centre (VAC) –support delivered in partnership with the Ho Chi Minh National Academy of Politics (HCMA), in collaboration with the Australian Embassy (Hanoi), the Office of the Government (OOG) and the Ministry of Foreign Affairs (MOFA)

(iii) Vocational Education and Training (VET) - support overseen by the Directorate of Vocational and Continuing Education and Training (DVCET), MOET.

Strengthening Gender Equality Disability and Social Inclusion (GEDSI), localisation and climate change integration, while also enhancing support mechanisms for disadvantaged students participating in Australia Awards, are cross-cutting priorities of the program.

Position Summary

The Strategic Communications Team Lead leads the Aus4Skills Strategic Communications function and is responsible for translating program evidence, learning and achievements into credible, compelling and audience-specific communications that support program outcomes, public diplomacy and the Australia–Vietnam partnership.

The role acts as the steward of Aus4Skills' impact narrative, ensuring communication efforts move beyond reporting activities and outputs to demonstrate meaningful change at individual, institutional and systems levels. Working closely with program leadership, monitoring, evaluation and learning (MEL), technical teams and partners, the position develops and maintains a coherent narrative architecture that links the program's HEE, VAC and VET components into a clear and integrated story of change.

Reporting to the Senior Manager – Impact, Learning and Communications, the role provides strategic communications advice, leads implementation of the Communications Strategy and Annual Plan, oversees digital channels, reputation and brand management, and ensures communications products are evidence-based, inclusive, accessible and aligned with DFAT policies and priorities.

The Strategic Communications Team Lead manages communications personnel and service providers and works across all program components to strengthen impact storytelling, stakeholder engagement and communications capability.

Key Responsibilities

Strategic Communications Leadership, Advisory and Planning:

- Lead implementation and annual review of the Aus4Skills Communications Strategy and develop annual communications plans aligned with end-of-program outcomes and component objectives.
- Provide strategic communications advice to the Senior Manager – Impact, Learning and Communications, Program Director and Senior Management Team on communication opportunities, emerging issues and reputational risks, positioning and stakeholder engagement.
- Lead integrated campaigns and editorial and public diplomacy planning across Aus4Skills components.
- Lead the development and maintenance of Aus4Skills' narrative architecture, ensuring communication products demonstrate pathways from activities and participation to institutional strengthening, systems change and bilateral outcomes.
- Manage communications budgets, procurement, consultants and suppliers, ensuring quality and value for money.
- Prepare quarterly and annual communications performance reports and use findings to support adaptive management.

Impact Communications and Evidence Translation:

- Work with MEL and technical teams to translate verified evidence, evaluation findings and learnings into stories of change, briefs, speeches, presentations, infographics, dashboards, key messages and digital campaigns.
- Establish and maintain an impact story pipeline across all program components, with appropriate consent, safeguarding and GEDSI considerations.
- Lead development of cross-component narratives that communicate contribution to systems-level change, institutional strengthening and bilateral outcomes.
- Quality assures communications inputs to annual reports, milestone reports and key program documents.
- Ensure informed consent, safeguarding, privacy and GEDSI principles are applied in storytelling.

Public Diplomacy and Stakeholder Engagement:

- Lead communications support for public diplomacy opportunities in accordance with the Aus4Skills Public Diplomacy Protocol and DFAT approval requirements.
- Coordinate communications for high-level visits, launches, milestones and strategic events.
- Build effective working relationships with DFAT, GoV counterparts, partners, alumni, media, Australian universities and service providers.
- Support alumni, partners and program champions to become effective advocates and communicators of development outcomes and bilateral cooperation.
- Prepare and quality assure media releases, talking points, speeches, briefing materials and stakeholder-facing products.

Digital Communications, Brand and Reputation:

- Lead the Aus4Skills digital strategy and oversee the program's website, social media channels, editorial calendar and digital/outreach campaigns.
- Use analytics and audience insights to improve relevance, reach, engagement, accessibility and value for money.
- Ensure compliance with Australian embassy, DFAT, and Aus4Skills branding, consent, privacy, accessibility and safeguarding requirements.
- Maintain the communications risk register and lead communications inputs to issue and crisis responses.

Key Responsibilities

- Lead innovation in digital communications and emerging technologies, including responsible application of AI tools to improve communication effectiveness, audience engagement and knowledge management.

Team Leadership, Operations and Capacity Development:

- Lead day-to-day tasks on communications, set objectives, coach/mentor, review products and undertake relevant management processes as required.
- Build strategic communications capability across Aus4Skills teams and partners through guidance, training, mentoring and practical tools.
- Foster a collaborative, inclusive, accountable and learning-oriented team culture.
- Facilitate cross-component collaboration to strengthen ownership of communications outcomes and embed communications considerations into planning, implementation, monitoring and learning processes
- Plan and manage annual communications budgets and workplans, including subcontractor costs and expense tracking.

Other duties as assigned by the Senior Manager – Impact, Learning and Communications or Program Director.

Selection Criteria

Education

- Tertiary qualification in strategic communications, journalism, public relations, marketing, international development, public policy or related disciplines. A postgraduate qualification is desirable.

Experience, Knowledge and Skills

- Extensive professional experience, preferably at least 5 years, in strategic communications, public diplomacy, public affairs or development communications, including at least 3 years in a leadership or senior level role.
- Demonstrated success developing and implementing evidence-based communications strategies in complex, multi-stakeholder environments.
- Proven capability translating MEL evidence and technical information into accurate, compelling and audience-specific communications products.
- Strong knowledge of digital communications, content strategy, analytics, media engagement, brand management and communications risk.
- Highly developed stakeholder engagement, leadership, people management, budgeting and supplier-management skills.
- Strong knowledge of DFAT policies and cross-cutting priorities, including GEDSI, climate, child protection, Protection from Sexual Exploitation, Abuse and Harassment (PSEAH) and safeguarding, and demonstrated ability to integrate them into communications.
- Excellent written and verbal English communication skills.
- Networking capability and experiences are highly desirable.

Personal Skills & Abilities

- Strong strategic judgement, political awareness and ability to advise senior leaders.
- Collaborative mindset with the ability to foster a positive, supportive and accountable team culture.
- Strong problem-solving and time-management skills, with the ability to manage multiple priorities under pressure.
- Culturally sensitive and able to engage effectively with diverse partners and stakeholders.
- Strong attention to detail with a commitment to quality outcomes.
- Adaptable, curious and able to adjust plans based on emerging evidence and changing priorities

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 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 minoritized groups and promise to ensure our application process is accessible and inclusive.

Protection from 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.

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.