About the team
You'll be joining a small and supportive team that works across all IT initiatives and regularly liaises with other departments within Optus, giving you exposure to many elements of communications and change management.
We communicate and help people connect the dots: to show them how what we’re doing in Group IT supports business strategy and our ambition to create game-changing experiences for our customers and our people. It’s also about keeping people updated on our progress, encouraging them to provide feedback and feel inspired by what we’re doing.

Our ask of you
We’re after an intern that is confident in their communication skills and can create an engaging narrative with clear and concise storytelling, that can complement change management activities that best position Group IT, its business and its brand with key internal and external stakeholders.

You’ll need to be comfortable to meet with stakeholders at all levels of the organization, think on your feet, present clear and effective messages, and be willing to step up and help manage some issues when they arise. Being able to manage multiple priorities and competing demands is a must!

You don’t need to be technical, but a good knowledge of the general IT landscape would be beneficial for this role.

Projects and initiatives
It’s an exciting time to be part of Group IT. There are big changes happening across the business as we rollout some big strategic programs that transform the way that we do business and the way that our people work.

The key projects we’ve got planned for you to be involved in include:
- An Optus wide rollout of a new travel booking system
- An Optus wide change to our mobile device management system

The initiatives we’d like you to be involved in include:
- Reviewing all IT owned system generated mail notifications for clarity and consistency
- Decommissioning a legacy internal IT platform, that is still accessed in read only mode

Roles and responsibilities
The focus of this role is to support the creation of key communications and change management initiatives for people in Group IT and across the wider business. Some of the things you can be expected to do include:
- Plan, develop and deliver communications for each project or initiative,
- Develop materials based on our internal communications calendar,
- Provide feedback on change management plans that make an impact and drive engagement,
- Track the effectiveness of our communications and make suggestions for how we can make them better,
- Provide support to your team mates.
It's a pretty fast-paced place with lots happening, so we're looking for someone who’s up for a challenge and is passionate about communications and change management. You’ll need a can-do attitude, lots of flexibility, resilience and a healthy dose of optimism.

You’ll also need to be a good thinker, calm under pressure, and be willing to learn how big corporates work.

**Requirements**

- Previous experience with writing communications in a clear and concise manner (for example, student newspapers or blog articles)
- Knowledge of the change management process preferred but not required
- Good understanding of the Microsoft365 suite of tools, especially Teams and Yammer
- Ability to present to large audiences in an engaging and persuasive manner (this could include running training sessions)
- Good written and verbal communication skills
- Attention to detail and ability to follow up on commitments
- Accountability for the quality and timeliness of deliverables