

Queensland Airports Limited

Role Description



Our Vision defines our purpose. Our seven value drivers guide our strategic direction. Within each driver are strategies to deliver our goals and realise our vision. These strategies drive our existing business and underpin any acquisitions. Our Values influence the right behaviours when making decisions to achieve our Vision.

Position Title: Media & Communications Coordinator

Location: Gold Coast

Department: Strategic Communications

Reports to: Media & Communications Manager

Reporting to this position: n/a

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Position Purpose

The Media & Communications Coordinator provides support in the delivery of Queensland Airports Limited's (QAL) communications activities.

This role assists with media and social media content, internal communications, corporate publications, sponsorship deliverables and general team administrative duties. The Media & Communications Coordinator is responsible for drafting materials, monitoring media, coordinating events/invitations and ensuring timely and accurate communication across all relevant platforms, helping to enhance QAL's reputation and brand.

Job Role Requirements

Objective 1: Corporate communications

- Draft and support in the creation of engaging multimedia content for media releases, internal communications, the QAL Annual Report, award submissions and speaking notes/preparatory materials
- Ensure brand consistency and accuracy across all communication outputs

Objective 2: Media (traditional & social) support

- Prepare first drafts of media releases, media responses and social posts for review by the Media & Communications Manager
- Assist with coordinating events, filming, photography and interviews
- Undertake media phone duties, ensuring reliable coverage and timely response to enquiries
- Maintain media lists and content calendars
- Monitor media coverage and social engagement, compiling reports and insights for the Media & Communications Manager and senior leadership

Objective 3: Stakeholder & community engagement

- Support delivery of QAL's sponsorship commitments, including branding, signage and reporting requirements
- Assist with community updates, events and partnership activities
- Liaise with stakeholders as directed by the Media & Communications Manager

Objective 4: Internal communications

- Draft and publish internal communications materials (Scoop) that align with QAL's values and strategy

Objective 5: Administration

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- Provide administrative support to the Media & Communications Manager, including raising POs and ensuring invoices are paid in a timely manner
- Maintain communications databases, image libraries and content archives
- Assist with scheduling, logistics and coordination of communication activities
- Assist with compiling and managing invitation lists to partner events

Objective 6: Project Participation / Innovation / Continuous Improvement

- Build collaborative relationship across the business
- Contribute ideas to improve communication processes
- Assist in ensuring the consistency and quality of communication outputs

Objective 7: Workplace Health & Safety, Environmental and Aviation Safety & Security

- Take reasonable care for your health and safety
- Take reasonable care for the health and safety of others including the implementation of risk control measures within your control to prevent injuries or illnesses
- Comply with any reasonable instruction in relation to WHS by the Company
- Co-operate with any reasonable policies and procedures of the QAL and associated entities including the reporting of hazards or incidents via the QAL reporting process
- All compliance requirements (e.g. legislative, policies, procedures) adhered to
- Other responsibilities as outlined in the QAL WHS management system
- Adhere to the locations Environmental Management System (EMS) as relevant to your work activities
- Attend EMS related training
- Adhere to relevant aviation safety and security requirements

Individual Behaviour Expectations

QAL employees are expected to demonstrate behaviour which is aligned to our core values:

Authentic

- We are true to ourselves and our communities.
- We build genuine connections and deliver on our promises with integrity.

Brave

- We dare to be different and inspire change.
- We pursue new opportunities with courage and challenge the status quo.

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Inclusive

- We celebrate difference and empower one another.
- We value every perspective and recognise that diversity makes us stronger.

Responsible

- We lead the way with purpose.
- We are accountable for our decisions

Behavioural Expectations for all QAL Employees

Whether a team member without direct reports or an executive running a division, all employees at QAL lead in one way or another. They may lead self, lead others or lead business. As such within the Performance Conversations set each year, managers will seek to set clear behavioural expectations for your specific role on the year ahead. As a minimum expectation your role is expected to demonstrate the following behaviours always when carrying out the role objectives:

Team Member

- Role model the QAL Values
- Establish and maintain strong relationships with internal and external stakeholders
- Perform with pride a broad range of tasks competently as per the role requirements
- Uphold WHS and Regulatory obligations and comply with all policies
- Focus on continuous improvement both for company and self (including self driven learning, ability to take and act on constructive feedback and solution focused conversations)
- Demonstrate proactive, positive involvement as part of the team
- Exhibit teamwork through providing excellent service, inclusive behaviours and help to others (internal and external)
- Present a positive professional image for the company at all times

Key Stakeholders

Internal: *Communications team, all employees and management across the business*

External: *Media, community, industry bodies, tourism organisations, on-airport stakeholders, creative agencies, sponsorship partners and suppliers*

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Key Capabilities Required to Perform Role

Educational Qualifications:

- Bachelor Degree or similar postgraduate qualification

Professional Experience:

- 1-2 years' experience in corporate communications, media relations or public relations roles
- Demonstrated experience in drafting written content for a variety of channels
- Exposure to event coordination or sponsorship (desirable)

Specific Job Knowledge, Skills and Abilities:

- Strong written and verbal communication skills
- Ability to create and edit engaging content across multiple platforms
- Strong organisational and time management abilities
- Ability to manage multiple projects in a fast-moving environment
- High attention to detail
- Strong organisational and time management skills
- Willingness and ability to work flexible hours on an ongoing basis
- Self-motivated with a strong desire to achieve
- Ability to deliver projects on-time
- Ability to work in a team environment

Physical Demands:

- Must be able to perform required physical and psychological demands of the role.

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ACKNOWLEDGMENT

I acknowledge that I have read and understood the key result areas described in this Role Description and agree to carry out my duties and responsibilities to the best of my ability. I also understand that at times I may be required to undertake other duties relevant to the position that are not listed in this statement. I acknowledge my employer's right to alter this Role Description from time to time in accordance with company requirements.

Name

Date

Signature

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