



Position Description and Selection Criteria

Position: Communications and Events Support Officer

Hours: 20-30hrs/week, flexible hours available

Salary: The position will be classified under the SCHADS award as Level 3 or 4, dependent on qualifications, skills and experience of the employee.

ACTCOSS pays above agreement wages at this level according to the ACT Community Sector Multiple Enterprise Agreement.

The annual full-time wage (38hrs) is currently \$83,023 plus 11% superannuation.

Term: Ongoing position

Organisational Context

The ACT Council of Social Service (ACTCOSS) advocates for social justice in the ACT and represents not-for-profit community organisations. ACTCOSS works to ensure that government policy improves the lives of people who face disadvantage and that community service organisations are adequately resourced and supported. ACTCOSS is a member of the nationwide COSS network, made up of each state and territory COSS and our national body, the Australian Council of Social Service (ACOSS).

ACTCOSS is an equal opportunity employer, and we welcome applications from people with diverse backgrounds and life experiences. Aboriginal and/or Torres Strait Islander people are strongly encouraged to apply for this position.

Benefits of the Position

This position is ideal for anyone who wishes to use their events management, communications, marketing, and stakeholder relationship management skills for the goal of creating a more equal and fair society.

This position will support the work of the entire organisation and work closely with the Policy team and the CEO in line with the ACTCOSS Strategic Plan. It provides the successful candidate a broad and engaging workload, with an opportunity to work in a small but dedicated staff team working across policy, communications, sector development and administration.

ACTCOSS interacts with diverse communities, allowing you to meet and connect with people from different backgrounds and circumstances.

ACTCOSS makes every effort to provide a flexible work environment, allowing substantial employee control of their working hours, among other benefits.

Role

The Communication and Events Support Officer plays a key role in ensuring that ACTCOSS communications and events are both professional and run efficiently. They facilitate engaging communications and event experiences for ACTCOSS members and sector colleagues.

The Communication and Events Support Officer will also support the development, distribution and promotion of ACTCOSS public messaging, using a variety of channels such as newsletters, website, print media and social media platforms.

They are responsible for collecting and distributing sector news through email and weekly e-newsletter to other staff and the ACT community sector. They will support the Operations team in respect to member communications, information management and performing general office duties.

The Communication and Events Support Officer will report to the Head of Operations and will work closely with the Operations, Policy, Sector Development and Gulanga Teams.

The key performance indicators, priorities, and time allocation for the various aspects of the role will be determined by the Head of Operations and CEO.

Duties and Responsibilities

The Communication and Events Support Officer will be responsible for:

- Preparation and delivery of regular and relevant ACTCOSS member and sector communications such as weekly e-newsletter and advocacy messaging.
- Delivery of professional and efficient event planning and management that facilitates high quality engagement opportunities for ACTCOSS members and sector colleagues, working with other ACTCOSS staff
- Supporting writing and scheduling content for ACTCOSS social media platforms as directed by the CEO or ACTCOSS managers.
- Building strong collaborative internal relationships including with the Policy and Gulanga teams, to ensure consistency with policy messaging and research and data work
- Managing and updating events and contacts in the Customer Relationship Management system
- Producing and administrating ACTCOSS paid promotional services (e.g. Job Notices, event advertisements in eNotices)
- Designing and uploading material to ACTCOSS website as directed
- Reviewing and forwarding relevant information from community, government, and private sector sources to support ACTCOSS activities and staff.
- Assisting with reception and general office tasks as required
- Contributing to organisational development and improvement, and reporting requirements.
- Other duties as requested by ACTCOSS management.

Selection Criteria

Applicants must respond to all essential criteria set out in this section. If you have additional skills or qualifications listed as “highly regarded”, please respond to these as well.

This role would suit someone who has experience in communications, events management and stakeholder engagement and communications. Excellent verbal and writing skills are important for this role.

Essential

The successful applicant will be able to demonstrate:

- Excellent written and verbal communication skills
- Ability to deliver short-term deadlines under pressure
- Familiarity with administering online event platforms, basic website content, Customer Relationship Management systems and social media
- Experience in the planning, administration and hosting of events
- Experience with using Microsoft Office suite of products including Word, Excel and PowerPoint
- Experience using Canva and/or other design software
- Experience using Mailchimp and/or other mailing software
- Ability to work autonomously and as part of a team
- Experience in sourcing, sorting, disseminating and review of information
- Capacity to work co-operatively with a diverse range of people
- Ability to contribute to organisation improvement activities
- Ability to work in a changing work environment and manage multiple tasks while maintaining focus and attention to detail
- Some understanding of the community sector and/or the role of peak bodies
- Commitment to principles of social justice.

Highly regarded

- Qualifications or experience in a relevant discipline.
- An awareness and understanding of Equal Employment Opportunity and Work Health and Safety principles
- Experience in photography
- Previous experience working in a community or membership-based organisation
- A driver’s license and access to vehicle for work-related travel within the ACT.