

Digital & Administration Support Officer

The Refugee Advice Casework Service (RACS) seeks a dedicated person to join its team of committed human rights lawyers as a Digital & Administration Support Officer. The position is part-time, 3 days per week.

The role is to provide administrative, events and creative support to the Fundraising Manager and Communications & Marketing Officer to increase donor support and profile building of the organisation. Further, the role will include creating content and the delivery of key messages and stories across our digital channels.

The remuneration package for the position is at the SCHADS Award rate Level 2 – 3.1 depending on the experience of the successful candidate, plus superannuation contribution and loadings. Salary packaging is available.

Note that as a Digital & Administration Support Officer you will be required to work from RACS Main Office in Randwick. However, due to COVID-19 safe work requirements you may be required to work from home as advised.

RACS is committed to working together to achieve a more inclusive community. Our workplace strives to be one that embraces and celebrates diversity and the wide range of skills, expertise and experience we can all bring to strengthen our dynamic, collaborative and responsive environment. RACS encourages people from all backgrounds to apply, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, people that identify as LGBTIQ+ and people with disabilities. RACS welcomes applications from those with the lived experience of seeking asylum, including those on temporary visas.

Application Procedure:

To apply, send your cover letter addressing the selection criteria in full and a CV to Kerrith Sowden at reception@racs.org.au. Applications close on 9am, Monday, 25 January 2021. Interviews will be held in early February 2021 with a view to commence at RACS as soon as practicably.

About RACS

The Refugee Advice and Casework Service (RACS) is one of Australia's oldest and most successful dedicated community legal centres with a vision of justice and dignity for refugees and a world where those who seek Australia's protection are able to live their lives with dignity, security, family unity and freedom.

RACS provides free, dedicated legal services for asylum seekers and refugees. Through individual advice sessions, community education and public advocacy, RACS strives to ensure that individuals and families, at risk of persecution or other forms of significant harm, gain access to equal and fair representation before the law, and are granted protection by Australia, and opportunities to seek family unity, in accordance with Australia's international obligations.

Our work is premised on a commitment to fundamental human rights, human dignity and international protection. RACS demonstrates this commitment through its independent, impartial and professional advice; the integrity of its staff and volunteers; its belief in continuous learning, including through partnerships with other organisations; and the fair and flexible conditions it provides for staff and volunteers.

RACS Digital & Administration Support Officer

The primary role of the RACS Digital & Administration Support Officer is to provide administrative, events and creative support to the RACS Fundraising Team which includes our Communications. The position reports to a RACS Fundraising Manager. The Digital & Administration Support Officer will carry out their duties in accordance with RACS policy and funding guidelines. The successful applicant will be working at RACS' main Randwick office, but may be required to work from home given COVID-19 Restrictions or as advised.

The RACS working environment can be high volume with low resources and the successful applicant must be skilled in managing time and priorities.

RACS Digital & Administration Support Officer is expected to assist Marketing & Communications Officer achieve RACS communications' strategy and the Fundraising Manager to reach RACS' fundraising targets. You are required to obtain a Working With Children Check.

The work will be across three key areas:

- Digital Content
- Fundraising & Events
- Administrative Support

Responsibilities will include:

- Manage RACS social media platforms; upload content, monitoring and maintenance - including Facebook, LinkedIn and Twitter
- Manage system updates and analytics gathering from online platforms as above

- Manage RACS website updates, including assistance with content planning, uploading content efficiently; as well as our Web payment portal management and landing page creation
- Assist in the design, production and distribution of RACS publications and reports, including newsletters, donor communications, event invitations, reports, brochures and other materials; including communications list management and tagging implementation
- Peer to peer fundraising support: Main point of contact with all Peer-to-peer events, assist with establishing on-line platforms, promotion of events through social media.
- RACS event coordination: Responsible for establishing and maintaining communications through Mailchimp/Social media; Promotion/Eventbrite
- Deliver general administrative support for the RACS Fundraising team as required; including managing telephone and email inquiries, maintaining and updating the RACS customer relationship management (CRM) database,
- Manage Reports, Analysis and support our Donor Management through our CRM – Salesforce
- Manage RACS Merchandise: Responsible for filling and despatching merchandise
- Be a contributing and supporting member of the RACS team, acting in accordance with RACS values in all conduct.
- Meet the reporting requirements of the Leadership Team.
- Attend external supervision and/or debriefing as arranged. Being alert to the danger of burnout, monitor your workload and be pro-active in self-care.
- Work together with volunteers in the provision of services and events.
- Perform other duties as reasonably required when working as part of a small team with limited resources.

SELECTION CRITERIA

Essential

- Proven ability to write creative, engaging communications and marketing material.
- Experience with online fundraising & event platforms.
- Experience using social media platforms for marketing purposes.
- Experience using CRM and Donor Management databases in the provision of administrative support.
- High-level communication and interpersonal skills, including an ability to communicate with and build relationships with a wide range of stakeholders in a confident and a respectful manner.
- Ability to work under pressure, manage time and priorities effectively and meet deadlines.
- Ability to work independently and in a diverse team.
- A commitment to refugee and human rights issues.

Desirable

- Experience using Mailchimp.
- Experience with website maintenance and payment portals.
- Experience using Salesforce.
- Experience creating Digital Content.
- Experience working in Events and/or Fundraising environment.
- Experience working in an environment with limited resources.