



**Position Title:** Communications, Event and Business Support Officer

**Hours:** 22.8 hours per week (three days)

**Duration:** Ongoing/Permanent

**Location:** Based at Women's Health in the South East (WHISE)  
Level 1, 70 St Kilda Road, St Kilda with the ability to negotiate working from home if appropriate

**Reporting to:** Operations Manager

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*This role works closely with the Operations Manager and Communications Coordinator to support the successful delivery of meetings and events run by WHISE and support the distribution of WHISE communications. The role also provides business support to the organisation as required and will be expected to attend team meetings and activities to support their full engagement in the busy and dynamic work of WHISE.*

#### **About WHISE**

Women's Health in the South East (WHISE) is one of 12 Women's Health Services across Victoria. Delivering health promotion and primary prevention services across the Southern Metropolitan Region (SMR). Comprising 10 Local Government Agencies, this part of Victoria is one of the most diverse communities both in Melbourne, across the State and Australia.

The vision of WHISE is to see that all women in our region are safe, healthy and thriving. WHISE proudly works in the SMR to create equity by learning, educating and advocating for all women. We create positive and productive relationships based on understanding and evidence with leaders, individuals, communities and organisations in our region.

Women's Health Services are based on an understanding of health within a social context and recognise that:

- health factors are determined by a broad range of social, environmental and economic factors;
- differences in health status and health outcomes are linked to a range of factors including gender, sexuality, socio-economic status, ethnicity and disability;
- health promotion, prevention, equity of access and strengthening of community and primary health care are necessary along with other health treatment services.

#### **The Role**

Within the context of the [WHISE strategic plan](#) and [values](#), the person in this role will be required to:

#### **Event Coordination and Support**

- Work with the WHISE team to support and assist in the planning and coordination of events, forums and meetings to implement the annual WHISE business plan.

- Undertake a range of activities to implement event and meeting plans (both online and in person) including distribution of invitations and promotion, coordination of registrations, event set up, in meeting support for facilitators and follow up.
- Coordinate WHISE annual calendar of events and activities for WHISE ensuring that it is up to date for colleagues, the Board of WHISE, and partners.

### **Communications Support**

- Assist in the implementation and monitoring of WHISE social media channels in accordance with WHISE social and marketing/comms strategies to effectively promote the work and activities of WHISE.
- As directed, design, distribute and schedule approved content and communications of WHISE through WHISE social media channels - (Facebook, Twitter and LinkedIn).
- Assist with monthly social media reporting
- As directed, upload and ensure WHISE website is up to date.
- Monitor publication stock levels and support the distribution and promotion of WHISE publications and resources to partners, stakeholders and members.
- Work with the Communications Coordinator to support members and process membership applications.
- Maintain the WHISE database of stakeholders, including members, partners, community, staff and the Board.

### **Business Support**

As directed by the Operations Manager, provide support to the smooth running of WHISE administration including:

- Maintaining reception area of WHISE, answering of telephone enquiries and directing as appropriate and assist in the answering of enquires and request via WHISE public email.
- Open and sort mail.
- Being the first point of contact to visitors and ensuring that they are advised and following WHISE OHS requirements (including COVID Safe Plan).
- Regularly monitor and evaluate processes and procedures and provide feedback through the Operations Manager on improvements that can be made to the WHISE administration processes.
- Assist the Operations Manager in maintaining the WHISE Share Point site.

### **Selection criteria**

#### *Essential*

- Customer service skills and proven time management skills, including the ability to set prioritise tasks and organise work activities to manage ongoing requests for action.
- Ability to work collaboratively and in a strong team focused environment.
- Excellent administrative skills with the ability to efficiently achieve objectives, within available resources and challenging timelines.

- Ability to quickly and accurately understand requirements of a task and achieve the desired outcome.
- Events management and communications experience, including experience planning and managing a diverse events program, including an understanding of timeframes, evaluation and budgets.
- Ability to prioritise and efficiently and effectively multitask in a busy environment to meet deadlines.
- Highly developed verbal and written communication skills and interpersonal skills.
- An adaptable and flexible approach to managing issues as they arise.
- Excellent organisational and time management skills, and a pro-active approach to work tasks.
- Demonstrated experience and proficiency in using Microsoft office products including SharePoint and other web platforms such as EventBrite, MailChimp, Canva and SurveyMonkey.
- Experience and skills in using video conferencing technology for meetings and events eg Zoom and Teams.

*Highly desirable*

- Knowledge of women's health issues.
- Knowledge of the Southern Melbourne Metropolitan Area.
- Knowledge of health promotion and primary prevention practices.
- Qualifications in administration, business and/or communications is desirable.

**Other Requirements:**

- The successful applicant will be required to undertake a police records check and Working with Children check. Appointment is subject to the outcome of these checks.
- All employees are required to sign and comply with WHISE's Code of Conduct - Code of Behaviour in the Workplace and Confidentiality and Privacy.
- All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced into the workplace to improve Occupational Health & Safety.
- Prior to being appointed to this position, it is required that there is a full disclosure of any pre-existing injuries or diseases that might be affected by employment in this position.
- This position description operates in conjunction with and forms part of the relevant individual performance development review plan. An initial review will take place six months following commencement of employment and then on an annual basis.
- This position is offered subject to ongoing funding from the Victorian Government.

### **Salary & conditions**

- Social, Community, Home Care and Disability Services Industry Award 2010, (SCHADS Award) employee level 3 Pay Point 1 plus superannuation
- Salary Packaging is available
- Access to EAP

WHISE also offers additional days of leave which are Easter Tuesday, the Monday before Melbourne Cup Day and the days between Christmas and the New Year which equates to an extra week of annual leave.

*Please note that:*

*WHISE has an equal opportunity exemption and applications for this role and as such this position is open to female applicants.*