



## **Position Description and Selection Criteria**

**Position:** Events and Communication Support Officer

**Hours:** Full time, with the option to negotiate flexible arrangements

**Salary:** The position is classified under the SCHADS award as level 4, pay-point 1, with access to annual increments.

ACTCOSS pays above agreement wages at this level according to the ACT Community Sector Multiple Enterprise Agreement, and the full-time wage is currently \$73,230 plus 9.5% 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).

## **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 Media and Communications Adviser and Operations team in line with the ACTCOSS Strategic Plan. The position gives the successful candidate a broad and engaging workload, with an opportunity to work in a small but dedicated staff team of 13 people 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 Events and Communication Support Officer plays a key role in ensuring that ACTCOSS events are run professionally and efficiently and facilitates engaging communications and event experiences for ACTCOSS members and sector colleagues. The Events and Communication Support Officer is also responsible for collecting and distributing sector news through email and weekly e-newsletter to other staff and the ACT community sector. They support the Operations team by managing all contacts in the Customer Relationship Management (CRM) system and performing general office duties.

The Events and Communication Support Officer will report to the Media and Communications Adviser and will work closely with the Operations team.

The key performance indicators, priorities, and time allocation for the various aspects of the role will be determined by the Media and Communications Adviser with input from the Operations Manager.

## **Duties and Responsibilities**

The Events and Communication Support Officer will be responsible for:

- Delivery of professional and efficient event planning and management that facilitates high quality engagement opportunities for ACTCOSS members and sector colleagues, working with the direction of the Capability, Policy and Gulanga teams
- Timely collection and dissemination of information through the weekly e-newsletter
- Relevant and clear member communications that are helpful to ACTCOSS members, and maintains their engagement with ACTCOSS advocacy and activities
- Managing and updating all contacts in the CRM
- Producing and administering ACTCOSS paid promotional services (eg Job Notices, event advertisements in eNotices)
- Support writing and scheduling content for ACTCOSS social media platforms as directed by Media and Communications Adviser
- Uploading material to ACTCOSS website as directed by the Publications and ICT Officer or other staff
- Scanning and forwarding relevant information from community, government, and private sector sources to support ACTCOSS activities and the Gulanga, Policy and Capability teams
- Assisting with reception and general office tasks as required

- Contributing to organisational development and improvement, and reporting requirements.

## **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 events management, 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
- Experience in the planning, administration and hosting of events
- Experience in sourcing, sorting, disseminating and review of information
- Familiarity with using Microsoft Office suite of products including Word, Excel and PowerPoint
- Familiarity with administering online event platforms, basic website content, Customer Relationship Management systems and social media
- Ability to work autonomously and as part of a team
- 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 in a relevant discipline, such as: events management or communications
- An awareness and understanding of Equal Employment Opportunity and Work Health and Safety principles
- 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.

ACTCOSS is an equal opportunity employer, and we welcome applications from people with diverse backgrounds and life experiences.