

POSITION DESCRIPTION

POSITION SPECIFICS	
POSITION	Communications and Marketing Coordinator
LEVEL/SALARY	Level 4 (Social, Community, Home Care and Disability Services Industry Award 2010)
HOURS	Part time – up to 30 hours per week
REPORTS TO	Director - Operations and Partnerships
Ongoing employment is subject to government funding	

Conflict Resolution Service (“CRS”) is a nationally accredited mediation service that resolves conflict professionally, competently, and compassionately.

- As a not-for-profit organisation we are the leading alternative dispute resolution service in the Australian Capital Territory.
- As accredited professionals, we work in partnerships with courts and are the preferred provider for Government, businesses, the community, and individuals to resolve conflict.
- In a distinctive way we respect the rights and voices of all parties engaged in resolving conflict.
- We are the only locally based Nationally Accredited Mediation Training organisation.

AS A CHARITABLE ORGANISATION CONFLICT RESOLUTION SERVICE KEEPS COSTS LOW TO ENSURE THE CANBERRA REGION CAN ACCESS SERVICES THEY REQUIRE IN A TIME OF NEED.

CRS is a registered not-for-profit Organisation that has been supporting the Canberra Region in Dispute Resolution Services for over 30 years. Our professional services include:

- Family dispute resolution
- Community mediation
- Crisis mediation to prevent youth homelessness



- Conflict coaching for families and individuals
- Community education
- Workplace consultations
- Training and professional development for individuals and organisations.

Services are offered to individuals, government agencies and the private sector. CRS is funded by the ACT Government with additional income being generated through fees for commercial mediation, facilitation, and training.

POSITION OVERVIEW

The Communications and Marketing Coordinator is responsible for implementing the organisation's marketing and brand awareness strategy in collaboration with the Director of Operations and Relationship and external marketing partners. A key component of this role is to create content and target appropriate markets, promoting CRS as the leaders in the industry of managing and resolving conflict across Canberra and the surrounding area. The role will require the maintenance of strong working relationships with partners and stakeholders.

This role requires creative flare, use of problem-solving skills and be able to act with a level of autonomy.

POSITION RESPONSIBILITIES

1. Delivering on CRS' marketing strategy.
2. Coordinating and producing content for marketing collateral, e-newsletters, social media and CRS website regularly.
3. Managing the content of the website and intranet including but not limited to its maintenance, brand positioning and brand management.
4. Establishing and maintaining professional relationship with partners and stakeholders.
5. Understanding relevant market trends and competitive drivers.
6. Working closely with the Executive team to continuously improve processes to develop all aspects of the business. This includes but it not limited to our government funded programs and fee for service, being, Training, Family Dispute Resolution, and Workplace disputes.
7. Planning, forecasting and controlling expenses against yearly budgets.
8. Developing and maintaining policies and procedures relevant to the role.
9. Undertaking the analysis, interpretation and reporting on digital marketing campaign results.



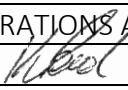
10. Providing advice to the Executive team on any public relations issues or crises.
11. Any other duties as directed.

SELECTION CRITEREA

1. Relevant qualifications in marketing, communications, media, or a related discipline, and/or equivalent demonstrated experience in a related field.
2. Demonstrated experience and a proven track record in delivering successful marketing and communication strategies.
3. Proven ability to produce original and creative content which is imaginative and innovative.
4. High level skills to confidently build and maintain professional relationships with partners and stakeholders.
5. High level interpersonal skills, problem solving and creative solutions.
6. Demonstrated strong written and verbal communication skills.
7. Sound understanding of and ability to use technology, digital marketing channels and tools.

DESIRABLE

1. Previous experience with WordPress.
2. Previous experience working in dispute resolution or related field.
3. Previous experience working in the not-for-profit sector.

CONTROL PANEL	
VERSION	1.1
DATE	January 2022
EMPLOYEE NAME	
SIGNATURE	
DATE	
DIRECTOR, OPERATIONS AND PARTNERSHIPS	
SIGNATURE	
DATE	17 January 2022