

Position Description

Program and Communications Officer

Job status: Full time, Permanent position

SCHADS: Grade 5 with PBI salary sacrifice

Full time: 30 - 38 hours per week (option for a 9-day fortnight)

Position location: Darlinghurst

Reports to: Chief Executive Officer

Date developed: March 2025

Position outline:

The key role of the is supporting the CEO and Fams team to advocate for strengthen and connect our sector to enhance outcomes for NSW children, young people and communities. This includes *undertaking responsibility of specific phases of Fams projects, including planning, co-ordination, implementation and administration.*

Individual and joint responsibilities:

Each staff member will contribute to the work of Fams through performing their specific duties as outlined in this document and by contributing to activities and projects that require a team effort.

Core responsibilities:

- Collect and analyse data for projects and programs, including the annual survey.
- Implementation and monitoring the impact of our communication strategy, including the preparation of reports.
- Support the CEO by improving systems and maintaining data integrity, record management and policy development and review.
- Develop and manage content and strategy for the Fams website and social media, including analytics and the provision of reports for the Fams Board.

- Execute digital campaigns and advocacy throughout all phases.
- Contribute to operational efficiency through administration support and reporting coordination.
- Serve as a central liaison for enquiries such as managing the Fams inbox and replying to complex enquiries.
- Organise and assist with the coordination of both face-to-face and online, meetings, events and conferences including venue management, catering, and agenda preparation.

Essential qualifications and experience:

1. Tertiary level qualifications in social sciences, communications or related field
2. Exceptional customer service and communications skills (both written and oral)
3. Demonstrated ability to build and develop collaborative working relationships
4. Confident in setting priorities and monitoring workflow of individual work and team projects, including the management of work programs.
5. High level knowledge and skills in using social media strategically to maximise reach and impact
6. Confident in the management of websites
7. Experience in analysing data and writing impactful reports
8. Digital literacy across the Microsoft Office including SharePoint and OneDrive, plus tools like Canva, Meta Suite and LinkedIn
9. Flexible, positive attitude; willingness to get involved in day to day big and small
10. Demonstrated experience in administration support within an office environment

Desired qualifications and experience:

1. Tertiary qualifications in social sciences or a related field
2. Experience with tools such as Hootsuite, Calendly, Monday.com, Menti, SurveyMonkey or Eventbrite
3. Experience working in an NSW not for profit, community services organisation or peak body
4. A working understanding of the NSW early intervention and prevention child protection sector

Work principles and practices:

- Staff are expected to attend all relevant Fams meetings (in person if directed)

- Staff will contribute to the implement Fams strategic direction as set by the Board of Governance.

Fams values:

At Fams we will:

- Maintain a culture of integrity and transparency
- Lead with empathy
- Foster equity and inclusion