

Australian Food Network & Communications Officer

POSITION DESCRIPTION

About Sustain

Sustain exists to champion the transition to healthy, equitable, resilient and sustainable food systems. We empower people, governments and organisations with the knowledge, tools and connections they need to become agents of food system transformation.

As a national food systems organisation, Sustain works across three strategic pillars:

- Capacity Building
- Network Facilitation
- Advocacy

Through these pillars, we support governments, communities and organisations to strengthen food systems knowledge, build cross-sector collaboration and drive systems-level change.

Sustain works as a connector, facilitator and enabler within the food systems sector. We focus on building capability, supporting collective action and translating food systems knowledge into practical action.

Role Summary

The Australian Food Network & Communications Officer supports the delivery of Sustain's communications, engagement and membership activities.

This role is responsible for coordinating day-to-day communications and administration activities that support the growth and activation of the Australian Food Network (AFN) and Sustain's broader organisational communications.

Working closely with the Australian Food Network & Communications Manager, this role leads the execution of communications plans including newsletters, social media, website updates, event communications and digital engagement activities. The role also oversees membership administration and provides operational support for AFN events, public webinars and Communities of Practice.

This position is ideal for a highly organised and creative communications professional who enjoys both storytelling and operational coordination.

Key Responsibilities

1. Communications Delivery

- Coordinate and deliver Sustain's day-to-day communications activities across digital channels
- Draft and schedule social media content, newsletters and email communications
- Update website content, project pages and event information
- Support development of communications assets including graphics, presentations and promotional materials
- Assist with storytelling, case studies and impact communications across Sustain projects and campaigns
- Support delivery of communications plans for events, advocacy activities and organisational initiatives
- Monitor communications performance and support reporting activities

2. Australian Food Network Membership Administration

- Coordinate AFN membership administration including member enquiries, invoicing, onboarding and renewals
- Maintain accurate membership records and CRM systems
- Support member engagement activities and communications, including member meetings, events, AFN newsletter and posting on the AFN platform.
- Assist with implementation of membership growth campaigns
- Support the delivery and administration of Communities of Practice and member events
- Track participation, engagement and membership data for reporting purposes

3. Events & Engagement Support

- Support planning and delivery of webinars, online events and engagement activities
- Coordinate event registrations, communications and participant follow-up
- Assist with preparation of event materials, presentations and resources
- Support online facilitation and technical coordination during events where required
- Assist with capturing event feedback, evaluation and reporting data

4. Systems & Organisational Support

- Maintain communications calendars, contact databases and digital filing systems
- Support CRM management and organisational data tracking
- Assist with reporting, administration and workflow coordination across communications and AFN activities
- Contribute to continuous improvement of communications and engagement systems

- Support broader organisational activities and projects as required

5. General

- Participate in team meetings, planning processes and organisational activities
- Represent Sustain within relevant professional, government and sector networks
- Ensure activities are delivered in alignment with Sustain's policies, values and strategic priorities
- Contribute positively to Sustain's culture, relationships and organisational development

Key Selection Criteria

Essential

- Tertiary qualification or equivalent experience in communications, marketing, administration or community engagement roles
- Strong written communication skills with the ability to produce engaging content
- Experience using digital communications platforms including Mailchimp, Wordpress, Meta Business Suite and LinkedIn
- Ability to design and produce on-brand visual materials across various digital platforms using Canva
- Strong organisational and administrative skills with attention to detail
- Ability to manage competing priorities and work effectively within timelines
- Strong interpersonal and relationship-building skills
- Ability to work collaboratively within a small team while managing tasks independently
- Confidence using digital systems including Google Workspace, Microsoft Office and CRM platforms
- Interest in food systems, sustainability, health promotion or social and environmental justice

Desirable

- Experience working in the not-for-profit, sustainability, public health or community sectors
- Experience supporting online events or webinar delivery
- Experience with website updates or content management systems
- Familiarity with Airtable or similar CRM/project management systems
- Experience supporting membership-based organisations or networks
- Familiarity with food systems, advocacy or systems change initiatives

Employment Conditions

Reporting and working relationships

This position reports to the Australian Food Network and Communications Manager. The incumbent will develop strong, collaborative working relationships with other Sustain staff, consultants and clients.

Staff performance and development

Sustain staff may undertake allocated duties not specifically mentioned in their position description but within the capacity, qualifications and experience normally expected from persons occupying positions at a similar level. This provides opportunities for staff to develop new skills and expertise.

Performance targets and expectations will be negotiated at the beginning of the contract as well as when undertaking new project responsibilities. A 6-monthly review project and annual performance review will provide opportunities to monitor progress and discuss performance and development needs. Where budgets allow, staff will be supported to develop skills and knowledge relevant to the position through attendance at workshops/events and/or participation in training activities.

Contract: Part time 12-month contract (0.8 FTE). Possibility of contract extension and increase in FTE allocation subject to performance and availability of funding. Salary packaging up to \$15,900 p.a. for general living expenses.

Hours: To be negotiated and align with work patterns of key team members.

Hourly rate: \$37.50/hour plus super

Places of work: 59A Roseberry Av, Preston (Primary) / From home. Must be available to attend in-person meetings and activities in and around Melbourne.