



Position Description

Operations & Communications Support Officer

Version: 1
Approved Date: 21/07/26
Approved By: Burnie Works Board

Location:	Burnie
Award and rate:	Social, Community, Home Care and Disability Industry Service Award, Level 4
Annual Salary:	\$46.70 per hour 12.5% superannuation Full Time

Burnie Works

Burnie Works is a place-based catalyst for long-term, positive change in the Burnie community. We work across education, families, and employment, addressing complex challenges through collaboration, systems thinking, and community-led action. Our work is grounded in the belief that sustainable change happens when communities lead, and systems adapt.

Our Way of Working

Be curious. Ask questions. Listen more than you speak.

Be generous. Share what you know and what you're learning.

Be brave. Try new things. Learn from failure.

Be accountable. Follow through. Reflect. Report back.

Be inclusive. Make space for every voice, especially those often unheard.

Position Overview

Operations & Communications Support is a full-time, broad-based support role at the heart of how Burnie Works gets things done day to day. It brings together communications execution, program coordination, and general administrative support in one position — if something needs doing to keep the organisation's work moving, this role is often where it lands.

You will support organisational communications through hands-on content creation, social media and digital platform management, while also providing administrative and program coordination support across Burnie Works' work. The role covers a genuinely wide range of tasks, and strong writing skills are an important part of that mix — reports and documentation are shared across the team but anchored here — without being the sole focus of the position.

This role also offers an embedded presence in strategic relationship conversations, providing continuity and institutional memory that supports the senior team's external-facing work.

Key Responsibilities

- Execute communications content in support of organisational communications strategy, including social media, digital platforms and written materials.
- Provide administrative and coordination support across Burnie Works' programs and initiatives.
- Write and maintain reports and documentation, anchoring this function for the team.
- Assist with scheduling, meeting preparation, minute-taking and follow-up actions.

- Coordinate logistics for events, workshops and community engagement activities.
- Support the development and maintenance of project documentation, databases and a customer relationship management (CRM) system.
- Maintain an embedded presence in strategic relationship conversations for continuity and institutional memory.
- Assist with data collection and reporting to support Burnie Works' 2WUMEL approach to monitoring, evaluation and learning.
- Maintain strong relationships with partners, collaborators and community members.
- Provide general support across the organisation as needs arise, picking up tasks that don't neatly belong to any one specialist function.
- Contribute to a culture of continuous improvement, reflection and shared accountability.

The Ideal Candidate

You are versatile and unfazed by variety — happy moving between a piece of writing, an event booking, a database update and a partner phone call in the same day. You take pride in being the person who keeps things moving, and you bring strong writing skills as part of a much broader toolkit rather than as your one specialism.

- **Versatility:** Comfortable with a genuinely varied workload and able to move between different types of tasks without losing momentum.
- **Strong Writing Skills:** Confident, clear writing for reports and documentation — an important part of the role, alongside everything else.
- **Communications Skills:** Content creation skills, with confidence using tools such as Canva, a CRM platform, WordPress or social media scheduling platforms.
- **Administrative Capability:** Experience in program or project support, administration or coordination roles.
- **Organisational Skills:** Excellent organisational and time management skills, with the ability to manage multiple priorities.
- **Digital Confidence:** Confidence using Microsoft Office and other digital tools to support delivery and collaboration.
- **Genuine Interest in Collaborative Feedback:** An interest in how feedback and information move between people and teams, and a willingness to help make those loops work well.
- **Relationship Awareness:** Comfortable sitting in strategic conversations and tracking continuity and institutional memory.
- **A commitment to community-led approaches and amplifying diverse voices.**
- **Team Spirit:** You value working alongside others, contributing to a supportive and purpose-driven team culture.

Organisational Relationships

- Reports to Commercial Manager
- Supports the communications and narrative function on communications execution
- Direction from senior staff members
- Works under general supervision except where this level of supervision is not required by the nature of the responsibilities being undertaken
- Operates as a member of a small team
- May include supervision of other employees/volunteers

Authority and Delegations

- Freedom to act within defined established practices
- Required to set outcomes within defined constraints
- Provides specialist technical advice

- Freedom to act governed by clear objectives and/or budget constraints, which may involve contributing knowledge to establish procedures within those constraints where no defined established practices exist
- Problems can usually be solved by reference to procedures, documented methods and instructions. Assistance is available when problems occur.

This position is defined as a Worker under the Work Health and Safety Act (Tas) 2012. S7 of the Act describes a person as a worker if the person carries out work in any capacity for Burnie Works.

This role requires intrastate travel and interstate from time to time.

The role requires you to hold a Working with Vulnerable People Registration.

Approval may be sought to undertake a Police Check.

Why Join Burnie Works

This is more than a job—it's a chance to be part of a movement. At Burnie Works, your work will directly contribute to a more connected, informed, and empowered community. You'll be supported by a passionate team, flexible work arrangements, and a culture that values learning, equity, and impact. We believe in the power of community voice and are committed to creating systems that work better for everyone. This is an opportunity to grow your skills, contribute to meaningful change, and be part of a movement that's reshaping how communities and systems work together.

ACKNOWLEDGEMENT OF INCUMBENT

I,			
have read the Position Description and acknowledge, understand and accept the requirements and responsibilities of the position			
Employee's Signature:		Date:	
Witness Name:			
Witness Signature:		Date:	