

Communications Support Officer

The Position

This is a junior-level, all-rounder role in the Communications team designed to build your skills across media, content, digital, and internal communications. The Communications Support Officer helps uphold narrative consistency and delivery rhythm across supporter channels, internal tools, and team projects.

This position plays a critical role in supporting clear, trust-building communication aligned with the Wilderness Society's communications strategy—with a strong emphasis on pacing and tone. You will also help maintain internal systems that make comms delivery calm, timely, and aligned with broader supporter states.

This is a flexible, part-time role well suited to a communications student or recent graduate seeking hands-on experience in a purpose-driven, impact-focused organisation.

The Digital Team

Employer	The Wilderness Society Ltd	Hours	Part time (0.6 FTE)
Location	Flexible	Level	3
Tenure	12 month Contract / Part Time	Reports to	Communications Manager

Responsibilities

Content and Coordination

- Draft and edit short-form copy for social, email, website, internal and supporter-facing updates
- Assist in formatting, proofing and uploading content using templates and brand guides
- Support email delivery via tools like Mailchimp or NationBuilder
- Maintain editorial calendars and coordinate Trello boards for scheduling and prioritisation
- Help manage content libraries and support content organisation workflows

Team Support & Channel Delivery

- Assist with basic media and digital admin (e.g. uploading releases, content formatting)
- Support team meetings with prep, note-taking, and follow-up
- Contribute to supporter newsletters, internal updates, and cross-team alignment

Monitoring and Admin

- Conduct basic monitoring and reporting across email and media touchpoints
- Support the maintenance of key internal tools (e.g. story banks, staff bios)
- Assist with light administrative tasks as needed

Knowledge and Skills

Essential
• Clear, thoughtful communicator who values good writing and clarity of tone • Organised, detail-oriented, and a natural systems thinker • Curious and willing to learn new tools, especially around digital storytelling • Comfortable working behind the scenes to support team rhythm and flow • Deeply aligned with our values and the strategic role of comms in change-making
Desirable
• Experience drafting or editing content (volunteer, student, or community settings welcome) • Familiarity with tools like Trello, Mailchimp, Canva, Google Workspace • Interest in environmental media, storytelling or digital campaigning • A good eye for tone, structure, or design elements

Managing for Performance Process

Formal	Informal and Ongoing
• Induction (4 weeks) • Probation (3/6 Months) • Performance Conversation (1 annually)	• Team Meetings (weekly or fortnightly) • Manager & Employee One on One's (weekly, fortnightly or monthly)