

Women in Seafood Australasia

Administration & Communications Coordinator

Position title	Administration & Communications Coordinator
Employment type	Part-time, fixed-term contract to 30 June 2027
Hours	0.3 FTE (approximately 11–12 hours per week)
Location	Flexible / Remote within Australia
Reports to	Membership Operations Manager
Remuneration	\$75,000 per annum full-time equivalent, pro rata (\$22,500 at 0.3 FTE) plus superannuation
Travel	Occasional travel may be required for WISA member events, programs and team meetings

About Women in Seafood Australasia (WISA)

Women in Seafood Australasia (WISA) is a not-for-profit, member-based organisation that supports, connects and champions women across the seafood industry in Australia and Aotearoa New Zealand. WISA works across the seafood value chain to strengthen connection, visibility, leadership and inclusive workplace practice.

Role Purpose

The Administration & Communications Coordinator helps make membership with WISA welcoming, responsive and easy to engage with. The role provides the practical day-to-day support that keeps member services, communications, events, programs and organisational administration running smoothly.

Working directly with the Membership Operations Manager, the role supports the delivery of WISA's member experience - from joining and onboarding through to communications, programs, events, participation and renewal. It also provides reliable administrative and communications production support so WISA can stay connected, well organised and responsive to members.

Key Responsibilities

1. Member Services & Administration

- Be a friendly and responsive first point of contact for routine member enquiries.
- Process new memberships, renewals and member updates accurately and promptly.
- Support new-member onboarding and welcome communications.
- Maintain accurate membership records and assist with routine data updates and segmentation.
- Provide basic support to members using WISA Connect and other member systems.
- Escalate complex, sensitive or strategic member matters to the Membership Operations Manager.
- Help maintain a consistent and positive member experience across joining, participation and renewal.

2. Member Communications

- Prepare and distribute member newsletters using approved content, templates and brand guidelines.
- Schedule approved social media content and routine member communications across WISA channels.
- Make routine updates to the WISA website and WISA Connect.
- Produce simple Canva graphics using WISA templates and supplied content.
- Maintain communications schedules, content files and digital assets.
- Support collection of member stories, photos, program updates and event content.
- Compile basic communications and engagement metrics to support reporting and improvement.

3. Member Programs, Events & Connection

- Provide administration support for WISA member programs, webinars, mentoring, networking and events that form part of the WISA membership experience.
- Manage registrations, attendance lists and routine participant communications.
- Coordinate travel and accommodation bookings for speakers, participants or staff where required.

- Prepare event and program documents including run sheets, participant lists and resources.
- Support surveys, feedback collection, attendance records and post-event follow-up.
- Maintain accurate participant and program records.
- Support administration of bursaries, member opportunities and other WISA initiatives where required.

4. Strategic Plan & Project Support

- Provide practical administration and communications support for agreed 2026–27 Strategic Plan projects led by the Membership Operations Manager and Executive Officer.
- Support the Membership Experience Review, Member Journey Framework and related membership improvement work through data updates, member communications, scheduling and documentation.
- Support Turn the Tide legacy, Industry Framework consultation and other defined projects with participant communications, records, logistics and project administration as required.
- Maintain project files, templates, registers and routine follow-up actions.
- Help ensure agreed project outputs are organised, accessible and ready for handover or close-out.

5. Board & Organisational Administration

- Schedule meetings and issue calendar invitations as delegated.
- Collate, format and distribute agendas, Board and committee papers.
- Take minutes where required and maintain action registers.
- Maintain governance and organisational records and filing.
- Support meeting, travel and accommodation coordination.
- Assist with simple registers, templates and document control.

6. Inbox, Correspondence & Team Support

- Monitor shared WISA inboxes as delegated and respond to routine enquiries using agreed information and templates.
- Draft straightforward correspondence and escalate matters requiring judgement or sensitive handling.
- Format and proofread documents, forms and routine communications.
- Assist with reimbursement documentation, receipts and routine supplier administration.
- Support simple data collection and reporting.
- Work directly with the Membership Operations Manager, who sets day-to-day priorities and workload, and collaborate with the Executive Officer where required across changing organisational priorities.
- Identify recurring administrative issues or member enquiries that could be simplified or improved.

High-Level Deliverables

Deliverable	What good looks like
Responsive member service	Routine member enquiries are answered promptly, professionally and consistently, with complex matters escalated appropriately.
Smooth membership administration	Joining, onboarding, renewal and member updates are processed accurately and member records remain current.
Reliable member communications	Newsletters, digital updates and approved content are produced and scheduled consistently and on time.
Well-supported programs and events	Registrations, participant communications, records, logistics and follow-up are organised and accurate.
Practical project support	Assigned Strategic Plan and member-experience project tasks are completed on time, with clear records and documentation.
Stronger Board and organisational administration	Routine meeting, Board, travel, inbox and document administration is managed reliably with minimal senior staff involvement.
Good organisational records	Membership, program, governance and communications records are orderly, accessible and maintained.

Skills & Experience

Essential

- Demonstrated experience in membership services, administration, communications, events or a similar coordination role.
- Strong organisational skills, reliability and attention to detail.
- Clear written communication skills and confidence drafting routine member and stakeholder communications.
- Confidence using digital tools such as Microsoft 365 or Google Workspace, Canva, CRM or membership systems, websites and email platforms.
- Ability to manage routine tasks independently, follow through on actions and meet deadlines.
- Friendly and professional interpersonal skills, with a service-oriented approach to members and stakeholders.
- Sound judgement, discretion and an understanding of when to escalate matters.
- Comfortable using AI to complete tasks to improve efficiency where applicable
- Previous experience within the Seafood Industry is highly regarded but not essential

Personal Attributes

- Welcoming, helpful and member-focused.
- Highly organised, reliable and comfortable with detail.
- Proactive and willing to take ownership of routine work.
- Collaborative and easy to work with in a small remote team.
- Adaptable and comfortable moving between member service, communications and administration.
- Committed to WISA's values and to inclusive, respectful and professional ways of working.

Working Arrangements

The position is proposed at 0.3 FTE (approximately 11–12 hours per week) and may be worked flexibly by agreement. Some flexibility may be required around Board meetings, member events, programs and peak delivery periods. The role is remote and requires an appropriate home-office set-up.

Occasional travel within Australia may be required to attend WISA member events and programs, support delivery, or participate in team meetings. WISA will meet reasonable approved travel costs in line with organisational policy.

This Position Description may be reviewed and updated in consultation with the employee to reflect WISA's Strategic Plan, membership priorities, operational needs and available funding.