

Executive Office – Communications Officer

Concern Australia works in partnership with young people and their families to create positive opportunities and hopeful futures. Our programs provide education, employment, housing, youth justice and homelessness services. We focus on innovative and empowering pathways which build on young people's talents and resilience and support them to reach their goals.

Primary Job Purpose

The Communications Officer provides administrative and project support in all areas of Concern Australia's media, communications and partnership work.

As a representative of the organisation, this role also:

- models Concern Australia's OHS & child safe values and behaviours and holds others accountable to the same standard and
- upholds Concern Australia's relationship and reputation with clients, external stakeholders, and the broader community by conducting themselves in alignment with our values of faith, integrity, respect and belonging.

Responsibilities

Websites, social media and design -

- Liaise with outsourced website services to ensure our websites are up to date and functional, implementing technical updates as required.
- Support the creation of content, liaising with staff, young people and stakeholders, and post stories and news on Concern Australia's social media feed.
- Support the development of materials – flyers, posters, reports, etc. through providing regular updates to materials and liaising with designers, videographers as required.

Supporters and donations -

- Support the production of quarterly newsletters and maintain and grow mailing list.
- Provide proactive communication to donors and supporters, including personalized communications, relationship building, Christmas and EOFY campaigns.
- Maintain donor databases and Profiler Client Management System, liaise with Business Operations (Accounts) team, implement high standards in record keeping.
- Support the CEO and internal staff to facilitate engagement with potential volunteers and faith/community supporters.

Grants and reporting –

- Support the CEO and program managers in the preparation and submission of high-quality grant applications and reporting.
- Update the grants database and liaise with project leads to support the production of high-quality reports.

Events planning and management –

- Work with program managers to coordinate organisational events and activities.

Promote strong working relationships with Concern Australia's partners and stakeholders.

Duties beyond the scope of this position description but in line with an incumbent's skills, competencies, and training, may be present from time to time. Reasonable requests for such duties to be discussed and agreed with the manager and executed accordingly.

This role may require occasional manual handling, driving, walking, and standing.

Qualifications/Experience

- Completion of a tertiary qualification in a relevant field.

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- Experience in an administrative role, preferably with some aspects of social media management.
- Desired but not essential: Experience working within the Community Service sector and/or not-for-profit.

Skills

- Excellent written and oral communication, with the ability to adapt styles according to the relevant audience and channels.
- Excellent administrative skills, with a proven ability to manage competing priorities and deadlines.
- Ability to work with various stakeholders including staff, clients and other key stakeholders such as government, donors, and philanthropists.
- Strong project and event management skills.
- Attention to detail.
- Intermediate computer skills, including:
 - the frequent, independent use of Microsoft Outlook, Word, Excel, database entry and report preparation.
 - a competent understanding of social media and website back-end administration.
- Ability to work in both collaborative and autonomous work environments.
- Awareness of the requirements of confidentiality and ensure they are always respected.

Security checks, licences, and other requirements

- Satisfactory National Police Check and where applicable, International Police Check.
- Current Working with Children Check.
- Desired but not essential: Current Victorian drivers' licence.

Reports to

Chief Executive Officer

Supervises

N/A

Child Safety Commitment

Concern Australia is committed to providing child safe and protected environments in all its activities and programs and has a zero-tolerance approach to child abuse or exploitations. Contact and working with children is a critical responsibility. Children have the right to be safe and protected. All employees are required to have a valid Working with Children Check, National Police Check and International Police Check (International Police Check where applicable).

Employee Name: _____

Signed: _____ Date: _____