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| JOB TITLE | ACTIVITIES AND PROMOTIONS OFFICER |
| JOB STATUS | 12 months Contract - Part-Time |
| DATE | January 2020 |
| REPORTS TO | HR Manager/CEO |
| DOC STATUS | Draft |

JOB DESCRIPTION

About the Role

The Activities and Promotions Officer will be responsible for the planning and coordination of activities across the organisation in relation to community access for participants and in the promotion of the organisation through marketing opportunities including social media, external events and industry & stakeholder engagement.

Purpose of role

- To ensure that participants are given every opportunity to access the community through program and individual planning, meeting community-based goals and ensuring engagement and interaction with family and friends.
- To identify opportunities and actively promote the organisation in a positive light to potential participants and other interested stakeholders

Main duties and responsibilities

The Activities and Promotions Officer responsibilities

- Coordination and planning for day service programming
- Management of the organisation's Events Calendar
- Contribute to the achievement of individual participant goals in relation to community access through identification of opportunities and planning assistance to support staff
- Identify potential promotional opportunities and coordinate participation
- In conjunction with managers, identify and plan additional program activities and service offerings
- Regularly consult with participants to inform program planning and design
- Manage the organisation's social channels and website
- Other administrative tasks in relation to activities planning and promotions as required

Other duties

Fulfil other duties as required by management as requested/required.

Hours of work

Part-Time – 20 to 30 hours per week (may require some work outside hours to attend events)

PERSON SPECIFICATION

Qualifications

- Minimum Certificate III Community Services or similar

- Experience**
- Minimum 12 months experience in a community services related role.
 - Minimum 12 months experience working in a similar role in program and activity planning
 - Demonstrated experience in a marketing and/or promotional role including social media and website management, event management etc.
 - Demonstrated experience in project management including preparing business cases, developing and meeting budgets and program evaluation
- Knowledge**
- Understanding and awareness of the National Disability Insurance Scheme and the NDIS Practice Standards
 - Understanding and experience using digital media, website management, design software and Office 365 products
 - Knowledge and understanding of Workplace Health and Safety legislation and Industrial Relations
- Skills & competencies**
- **Customer service focused:** committed to providing exceptional customer service across all channels – written, phone and face to face to staff and participants.
 - **Communication:** the ability to communicate clearly and concisely, varying communication style depending upon the audience.
 - **Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally.
 - **Commerciality:** ability to apply knowledge in a practical, commercial manner.
 - **Teamwork:** willingness to work together with other members of the management and administrative team to ensure all rostering obligations are met. Assist and support others as required and get along with other team members.
 - **Time management/organisation:** accomplish objectives effectively within required timeframe and meet all administrative duties in an efficient and timely manner.
- Personal attributes**
- Excellent written and verbal communication skills
 - Excellent IT skills
 - Ability to work under pressure
 - Team player
 - Organisational and time management skills
 - Excellent attention to detail
 - Confident manner
 - Positive approach to change.
- Other**
- Working with Vulnerable People registration (mandatory)
 - National Police Check (mandatory)
 - Drivers Licence (mandatory)
 - NDIS Workers Orientation Module Training (mandatory)

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

KEY RESULT AREAS

The Activities & Promotions Officer will be expected to undertake a wide range of duties that may include, but are not limited to the following:

1. Coordinate regular meetings with relevant Managers and Team Leaders to understand day service planning requirements
2. Consult with participants and their families to inform program planning and individual activities
3. Research activities and prepare day service programs according to budgeting and participant needs
4. Contribute to staff rostering meetings to determine staffing requirements for day service and individual activities and programs
5. Identify potential promotional and research activities and develop business case including budget as required
6. Review participant goals in relation to activities and work with management, team leaders and support staff to plan how goals will be met
7. Management of the organisation's participation at promotional events including staffing, preparation and logistics
8. Management of the organisation's event calendar ensuring it is kept up to date and promoted to staff and participants
9. Engage in effective and efficient communication to promote the organisation and its activities to participants, staff and stakeholders
10. Preparation and management of all promotional materials and stock
11. Manage the organisation's website and ensure all information is current and appropriate
12. Manage the organisation's social channel(s) and identify areas for improvement and other opportunities for promotion
13. Prepare promotional material as required including advertisements, newsletters and communications
14. Support management across all areas relating to the positive promotion of the organisation
15. Other duties to support administration as required.

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ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

.....
Employee

.....
Date

SIGNED BY MANAGEMENT

.....
Chief Executive Officer

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Date