

POSITION DESCRIPTION

Job title	Communications Coordinator
Reporting to	Manager, Communication and Engagement
Classification level	RA Level 3
Salary range:	\$65,000 - 75,000 per annum (includes leave loading) plus superannuation

ORGANISATIONAL OVERVIEW

Reconciliation Australia is an independent, national, not-for-profit organisation promoting and facilitating reconciliation by building relationships, respect and trust between the wider Australian community and Aboriginal and Torres Strait Islander peoples. Our vision is for a just, equitable and reconciled Australia.

POSITION PURPOSE

The Communications Coordinator works within the Communications and Engagement team. The role has a strong customer service understanding in managing phone and email enquiries and provides support within the range of work and services delivered by the team.

The Coordinator has an organised approach and is capable of working to direction, and working with systems and team members to support efficient delivery of internal and external services. The position works under the direct supervision of the General Manager, Communications and Engagement.

DUTIES

First point of contact	<ul style="list-style-type: none"> Accurately respond to or identify appropriate points for referral for all email and phone enquiries from stakeholders, supporters and the wider public.
Communication and collaboration	<ul style="list-style-type: none"> Provide effective support across a range of communications activities including events and engagement, content production, and other areas as needed in internal and external comms. Lead coordination of the Reconciliation Film Club program.
Other	<ul style="list-style-type: none"> Undertake general team admin and other reasonable additional duties as directed by the Manager, Communications and Engagement.

SELECTION CRITERIA

1. An understanding and awareness of Aboriginal and Torres Strait Islander peoples, cultures and issues and the role of reconciliation.
2. Some work experience in, or with, communications teams or other communications and/or marketing related work.
3. Demonstrated customer service and liaison skills including the ability to work effectively with a diverse range of teams and people, supporters, and the general public.
4. Demonstrated confident computing skills with the Microsoft 365 suite.

5. Excellent organisational skills, including the ability to meet tight deadlines and prioritise work tasks in a fast-paced environment.
6. Some experience with other relevant software e.g. online project management tools, CMSs, media production programs, or other.
7. Some events organisation experience.
8. Ability to show initiative and work under limited supervision.
9. Hold a degree or relevant qualifications in the area (or comparable professional experience)
10. A demonstrated commitment and willingness to continue to learn about reconciliation between Aboriginal and Torres Strait Islander peoples and other Australians.