

# Position Description

## Administration and Marketing Coordinator

Position Details	
<b>Title:</b>	Administration and Marketing Assistant
<b>Time Fraction:</b>	1.0
<b>Position Relationships:</b>	Reporting to the Executive Manager – Corporate Services with dotted line responsibility to the Strategic Communications and Business Development Manager
<b>Level:</b>	SCHADS Level 3
<b>Principal Location:</b>	Level 4, 255 Bourke Street, Melbourne 3000
<b>Position Purpose:</b>	The role of Administration and Marketing Assistant is to provide Relationship Matters with professional administrative and marketing support.

### Organisational Overview

Relationship Matters is a not-for-profit organisation that aims to promote healthy, respectful and fulfilling relationships within the Victorian community.

We provide a range of relationship services including:

- Individual Counselling
- Relationship Counselling
- Family Therapy
- Relationship Learning Services
- Family Dispute Resolution and Mediation
- Family Violence Prevention Programs
- VicRoads Safe Driving Program

At Relationship Matters, we also recognise that work and life are intimately connected and we offer workplace services for employers and employees through Employee Assistance Programs (EAP) and our Business Services division, Relationship Matters in the Workplace.

Relationship Matters has been supporting the community through counselling and education for over 70 years and was established and supported by the Anglican Diocese over the years. Relationship Matters has a long history in marriage guidance and relationship counselling in Australia and is very proud to support marriage equality. Relationship Matters is now one of the largest providers of counselling and mediation services in Victoria, with nine physical sites in Metropolitan Melbourne and regional Victoria.

Relationship Matters recognises relationships in all their diversity and our services are offered to individuals, couples and families inclusive of sexual orientation, gender identity, ethnicity, religion, ability or socio-economic circumstance.

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## Major Responsibilities

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### Administration functions

- Provide general administrative support to the Executive Team of Relationship Matters assisting with tasks and coordination as needed.
- Maintain and update organisational forms and databases.
- Monitor grants and tender subscriptions for funding opportunities and share with the Executive Team.
- Establish and maintain an organised filing system for critical documents and actionable items, facilitating timely responses and efficient management.
- Arrange travel plans for managers and employees, including flights, car rentals, hotel accommodation.
- Coordinate meetings and record accurate minutes during these sessions as directed by the Executive Team.
- Coordinate organisational events, including room bookings, catering and attendance as directed.
- Prepare information, reports, presentations and correspondence as requested by the CEO and Executive Team, conducting research and gathering supporting data as needed.
- Purchasing
- Ensure that credit card holders reconcile and approve credit card statements monthly.

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### Marketing Functions

- Support the Strategic Communication and Business Development Manager in special projects, events, and presentations.
- Maintain and update the organisation's stakeholder database, ensuring accuracy and completeness.
- Regularly update printed and digital promotional materials, for the organisation ensuring they reflect current information and branding.
- Create engaging content and actively maintain digital platforms and social media channels, including websites, Facebook, Twitter, etc.
- Assisting in the development and distribution of regular newsletter (staff, stakeholder, EAP)
- Contribute to the development and ongoing maintenance of the internal Customer Relationship Management (CRM) system
- Assisting in the development and distribution of marketing and promotional material

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### General Office Functions

- Ensure the regular maintenance of office equipment and maintain a clean and organised office environment.
- Keep an up-to-date list of all office equipment and property, ensuring staff are trained in their proper use.
- Address day-to-day facilities and equipment issues across all locations, providing support to the Executive Manager - Corporate Services.
- Maintain the register of security cards, keys, parking cards and other relevant office equipment.

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### Continuous Quality Improvement

- Read and comply with of all Relationship Matters Policies and Procedures and understand any new or updated policy as issued from time to time.
- Be aware of the location on the Intranet of policy documents, forms and processes that relate to your day-to-day work, for reference as required.

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### Workplace Health and Safety

- Comply with safety in the workplace.
- Take reasonable steps to prevent risks to health and safety.
- Co-operate with Team Leaders and Management to enable compliance with safety, health and environmental duties.
- Report workplace incidents, hazards, accidents and emergencies immediately.

### Key Selection Criteria

*(Please note: Applicants need not respond in writing to all selection criteria)*

- Demonstrated experience and knowledge in the administration and dealing with competing priorities.
- Excellent planning, attention to detail and organisational skills.
- Strong computer skills with excellent proficiency in Office365 suite and experience working with platforms such as SharePoint and Teams.
- Demonstrated experience in developing marketing materials and presentations with a good working knowledge of video and design packages such as Canva, CorelDraw, Adobe Illustrator, etc.
- Experience in creating social media content.
- Proven track record of being able to communicate effectively with people at all levels within and external to the organisation.

### Personal Qualities

- Ability to take responsibility and work unsupervised, as well as part of a team.
- Affinity with Relationship Matters values.
- Generosity of spirit.
- Capacity to 'join-in'.
- Flexibility.
- Highest ethical and professional standing.
- Team player.

### Terms and Conditions

- Salary will be negotiated according to qualifications and experience and in accordance with the Social Community Homecare and Disability Services Award 2010, depending on skills and experience.
- The position is subject to ongoing funding and satisfactory annual performance reviews.
- A six-month probationary period applies and will be formally reviewed with key responsibilities and success indicators as outcomes.
- Opportunity to access salary packaging according to Relationship Matters policy.
- Access to Employee Assistance Program.
- Access to Portable Long Service Leave in the Community Services Industry
- Maintenance of confidentiality and reporting of serious matters in accordance with agency policy and procedures
- As an agency funded partially through the Commonwealth Department Social Services, all employees are required to sign an Oath of Confidentiality.
- Position is subject to maintaining a current Working with Children Check and a satisfactory National Police Check.

### Acknowledgements

<b>Position:</b>	Administration and Marketing Assistant		
<b>Name:</b>			
<b>Signature:</b>		<b>Date:</b>	
<b>CEO:</b>	Maya Avdibegovic		
<b>CEO's Signature:</b>		<b>Date:</b>	
<b>Probationary Review:</b>	Six Months	<b>Date:</b>	