



POSITION DESCRIPTION

GLENORCHY
CITY COUNCIL

Position Title:	MAC Marketing and Administration Officer	Directorate:	Community and Corporate Services
Position Number:	100218	Department:	Community
Employment Status:	Part-Time	Section:	Creative Communities
Employment Type:	Permanent	Location:	Moonah Arts Centre
Classification:	Schedule A, Salary Point 5		
Reports to:	Coordinator Creative Communities		

PRIMARY PURPOSE:

The primary function of this role is to provide marketing and administrative support, promoting both internal (Council) and external (Hirer) use of Moonah Arts Centre.

ORGANISATIONAL REPORTING RELATIONSHIPS:

1. Internal:

- The **MAC Marketing and Administration Officer** reports to the **Coordinator, Creative Communities** for all operational and management matters.
- The role will assist the **Marketing Coordinator** and the **MAC Venue and Production Manager** in implementing marketing and hire strategies, raising Moonah Arts Centre’s public profile and venue utilisation.
- The role is a key contributor to the Creative Communities Team and will liaise with employees of Council.

2. External:

- The role will liaise with external stakeholders such as members of the general public, ratepayers, residents, visitors and contractors to the City of Glenorchy.

OUR VALUES:

We respect each other

We respect the skills, knowledge and diversity of our team mates

Everyone is heard and is valued

We care for the well-being and safety of each other

We check in on each other without being prompted

Listening and being listened to matters

We are trusted

I've got your back and you've got mine

We do what we say we will

We are empowered

Have honest and open conversations

We are trusting and trustworthy

We learn from our mistakes and share what we learn

Together we are better

Robust and thoughtful decision making together

Solving important problems together

We reach out to others and across teams for help

We collaborate more and handball less

Share our skills and knowledge

We deliver

We serve and stand up for our community

We knuckle down and focus on what matters

We are courageous and determined to find a way

We seek opportunities to continually improve outcomes and then we act on them

OUR CULTURE:



We foster and model a culture where:

- We **RESPECT** others and their viewpoints as being as important as our own.
- We trust and are **TRUSTED** by each other.
- We know that by working **TOGETHER** we achieve better outcomes.
- We take personal responsibility, and together we **DELIVER** for our community.

This is **OUR WAY** to achieve results through our people and teams to make Glenorchy a better place every day.

KEY RESPONSIBILITIES:

RESPONSIBILITIES/TASKS	DUTIES
Marketing Support	<ul style="list-style-type: none">• Assist the Marketing Coordinator in implementing marketing strategies, raising Moonah Arts Centre's public profile and venue utilisation.• Maintain database and develop regular communications with hirers.• Prepare electronic direct mail (EDMs) with Mailchimp• Create and monitor content for social media activities across all platforms (Facebook, Instagram, TikTok, Youtube).• Update content on Moonah Arts Centre's website.
Venue Hire Support	<ul style="list-style-type: none">• Assist Moonah Arts Centre's Venue and Production Manager in processing venue hire enquiries, quotes and agreements.
Administrative Support	<ul style="list-style-type: none">• Provide administrative support in the development and delivery of projects/activities and events at Moonah Arts Centre• Provide up-to-date MAC event information to members of the public
Exhibitions Support	<ul style="list-style-type: none">• Provide Customer Service from MAC's front desk.• On Saturdays, open/close and monitor MAC's exhibition spaces.
Teamwork	<ul style="list-style-type: none">• Contribute as an active member of the Community Department team.• Provide positive personal contributions to the successful operation of the Community Department, including working on projects with other team members.
Customer Service	<ul style="list-style-type: none">• Promote the positive image of Council as a whole• Ensure that a high standard of customer service is maintained to both internal and external customers• Engage, listen to and act where appropriate on feedback from our customers• Implement, evaluate, and continuously improve quality systems and processes for the section.
General	<ul style="list-style-type: none">• Assist in the achievement of agreed outcomes consistent with department business plans and budgets• Perform any other duties as directed
Organisational Responsibilities	<ul style="list-style-type: none">• Support and adhere to Council's policies and procedures, code of conduct and relevant acts• The incumbent is required to commit to use Council's electronic content management (ECM) system to retain records and documents relating to Council business as part of their employment

This role is required to work every Saturday 10.00am to 2.00pm and may require other reasonable after-hours activities and overtime when required by business needs.

Employees may be required to undertake additional duties within the limits of their skill, competence, and training, consistent with their classification level, in any area of Council, as directed.

SPECIALIST DELEGATIONS:

- Nil

LICENSES/ACCREDITATIONS/QUALIFICATIONS – ESSENTIAL:

- A current Registration Working with Vulnerable People

KEY SELECTION CRITERIA:

1. Completion of Year 12, with 2 to 3 years of practical experience working in administration or marketing/communication
2. Will have proven experience in customer service
3. Highly organised, with the appropriate administration skills to to meet regular deadlines
4. Excellent computer literacy, with knowledge or capacity to learn software and web applications including WordPress, MailChimp, InDesign and Microsoft Office.
5. Demonstrated ability to work as part of a team and autonomously on specific projects.

AUTHORISATION:

I hereby agree that this position description accurately reflects the work requirements.

Manager Name:			
Manager Signature:		Date:	
Director Name:			
Director Signature:		Date:	

I have read and agree to abide by the requirements of this position description.

Employee Name:			
Employee Signature:		Date:	