

Communications Manager

- Part-time (21hpw) fixed term 3-year contract with possible extension
- Bankstown office base
- Community Legal Centre incorporating domestic and family violence services.
- Salary range: \$58,182 to \$60,748
- Flexible work conditions, salary packaging to increase take-home pay, 5 weeks annual leave (pro rata) plus leave loading, additional leave at Christmas.

We are seeking a Communications Manager, the successful applicant will have at least five years' experience in communications and related roles and ideally a tertiary qualification in a field related to journalism, media, communications, public relations, social impact or marketing.

About Justice Support Centre

Justice Support Centre is a not-for-profit community legal Centre.

Our legal services include information, advice and legal representation for people in South West Sydney, whose access to justice is denied or constrained, including specialised legal services for victim-survivors of DFV.

Our DFV services include court support and advocacy, safety planning, case management and financial counselling.

Both the legal and DFV teams offer tailored training and workshops to the community members and community organisations.

We give our clients the guidance, legal advice, support services and strength they need to claim their rights, know their options and choose their next steps.

About the role

The Communications Manager will be based at our Bankstown office; a flexible approach to working from home and the office would be considered after the probation period. You will be reporting to the CEO. This role is designed to work collaboratively with the managers of the services and to support fundraising by the Justice Support Centre.

Your communication expertise will be required to support fundraising and philanthropy initiatives, for enhancing the organisation's external profile, for best practice internal communications and to sustain great relationships with our partners, donors, funders and local community. You will also need the confidence to maximise the influence of the CEO and leadership team in supporting our external and internal communications strategies.

Digital competence is a key requirement – for example, you will be confident using your digital skills to create content for any online platforms, manage social media, publish e-newsletters, manage the website and support the Managers to manage the CRM database.

Applicants from Aboriginal or Torres Strait Islander backgrounds are strongly encouraged to apply.

Closing Date: Suitable applicants will be interviewed progressively. We know your time is valuable, so please check with alison@justicesupportcentre.org.au before applying to ensure the position has not been filled.

Contact Person: Enquiries about the role should be emailed to Melanie Noden, CEO melanie@justicesupportcentre.org.au

The preferred applicant must undergo a Working with Children and National Police Records Check.

How to apply for this position:

1. Visit our website <https://justicesupportcentre.org.au/about-us/work-with-us/> for a copy of the position description, essential and desirable criteria and instructions on how to apply.
2. Send your cover letter, resume and a document detailing how your skills and experience meet the essential and desirable criteria to alison@justicesupportcentre.org.au
3. **Please address the essential criteria in full. Applications that do not address the essential criteria will not be considered.**



Communications Manager

Dear Applicant,

Thank you for your interest in the Communications Manager position. This package encloses the information you require to apply for the position.

Our Organisation

Justice Support Centre is a not for profit community legal centre.

Our legal services include information, advice and legal representation for people in South West Sydney whose access to justice is denied or constrained, and include specialised legal services for victim-survivors of DFV.

Our DFV services include court support and advocacy, safety planning, case management and financial counselling.

Both the legal and DFV teams offer tailored training and workshops to community members and community organisations.

We give our clients the guidance, legal advice, support services and strength they need to claim their rights, know their options and choose their next steps.

Communications Manager role

The Communications Manager will be based at our Bankstown office; a flexible approach to working from home and the office would be considered after the probation period. You will be reporting to the CEO. This role is designed to work collaboratively with the managers of the services and to support fundraising by the Justice Support Centre.

The successful applicant will have at least five years' experience in communications and related roles and ideally a tertiary qualification in a field related to journalism, media, communications, public relations, social impact or marketing. An ability to work autonomously, handle competing priorities and efficiently manage projects is essential.

Your communication expertise will be required to support fundraising and philanthropy initiatives, for enhancing the organisation's external profile, for best practice internal communications and to sustain great relationships with our partners, donors, funders and local community. You will also need the confidence to maximise the influence of the CEO and leadership team in supporting our external and internal communications strategies.

Digital competence is a key requirement – for example, you will be confident using your digital skills to create content for any online platforms, manage social media, publish e-newsletters, manage the website and support the Managers to manage the CRM database.

Applicants from Aboriginal or Torres Strait Islander backgrounds are strongly encouraged to apply.

Please see the **position description** and the **essential and desirable criteria** further down in this document.

HOW TO APPLY

1. Read the Position Description and Essential and Desirable Criteria below.
2. Your application should include a covering letter, a resume and an additional document addressing the Essential and Desirable criteria.

The covering letter needs to state:

- The position you are applying for;
- Your current contact details; and

Your resume should detail:

- your employment history including dates and a brief statement of duties for previous roles; and
- your education history.

Your additional document should clearly explain:

- how your skills and experience meet each listed criteria;
- Applications that do not address **ALL of the Essential Criteria** will not be considered.

You should also ensure you are able to later provide contact details for two professional referees (at least one current or previous line manager).

3. Please send written applications to alison@justicesupportcentre.org.au.

CLOSING DATE: Suitable applicants will be interviewed progressively. We know your time is valuable so please check with alison@justicesupportcentre.org.au before applying, to ensure the positions have not been filled.

CONTACT PERSON: Enquiries about the role should be emailed to Melanie Noden, CEO melanie@justicesupportcentre.org.au

Yours sincerely,

Melanie Noden
Chief Executive Officer

ATTACHMENT A POSITION DESCRIPTION

Position: Communications Manager
Accountable: CEO
Location: Bankstown Head Office
Status: Part-time (21hpw) fixed term 3-year contract with possible extension

Working in a community legal centre that incorporates domestic and family violence services, the Communications Manager is responsible for managing its internal and external communications and supporting the communications required for advocacy, fundraising and philanthropy strategies.

Responsibilities

General

1. Working collaboratively with the CEO and the leadership team and other managers on communications to achieve relevant strategic and operational goals in line with our 2021-2024 strategic plan. For example, in 2021 these include:
 - a. development of communication/engagement plans for key partners of our domestic and family violence programs;
 - b. increasing the organisation's revenue and in-kind support to deliver services to more people, and;
 - c. making the organisation an even better place to work.
2. Managing the organisation's website and managing its social media profile, within an agreed budget, to maximise effective communication with target audiences, increase income from fundraising, support efficient referral processes and ensure the organisation's online profile reflects its values, purposes and vision; and
3. Ensuring that all communications comply with privacy laws and regulations and relevant conditions of funding contracts or grants.

Communications

1. Implementing and regularly revising our external communications strategy, as well as developing, implementing and regularly revising an internal communications strategy;
2. Developing strong relationships with local media and specialised national media; writing and issuing media releases, in consultation with the CEO; identifying opportunities for Justice Support Centre to enhance its media presence;
3. Writing, editing and designing documents and promotional materials about the work and operations of Justice Support Centre, including the annual report, digital or hard-copy flyers and email newsletters, images/video for social media or the website;
4. Managing Justice Support Centre's online presence including social media, promotion strategies such as paid search marketing (using GoogleAds) or paid social media posts within an agreed budget, and managing Justice

Support Centre's website. Online communications will also be designed to support fundraising and philanthropic initiatives;

5. Preparing analytics and reporting on Justice Support Centre's online presence, including about social media, about the effectiveness and cost of paid search marketing and about website traffic using Google Analytics or other suitable software, and about engagement with email newsletters. You will also collaborate with the Managers to report on the success of any online fundraising initiatives;
6. Providing advice to the CEO and Operations Manager as required, about internal (staff) communications. Managing key staff communication strategies in collaboration with the CEO and the Operations Manager; this may include development of an intranet or similar;
7. Providing advice to the CEO and leadership team members about crisis or responsive communications and related organisational policies;
8. Managing or providing support to the CEO or leadership team or other staff as required for Justice Support Centre promotional/marketing/relationship-building events including the AGM, visits from funders, politicians and organisational partners. You will also collaborate with the Managers to run events that are part of fundraising/philanthropy strategies;
9. Providing policy and procedure development support to the CEO and Operations Manager; primarily plain English and structural editing;
10. Tenders: supporting the CEO and leadership team in the writing or editing of tenders for the delivery of services;
11. Grants and donors: supporting the Managers with editing and/or supply of content for grant applications or applications/communications with trusts and foundations and major donors;
12. Advocacy and submissions: supporting the service teams with editing and promoting submissions to parliamentary enquiries, open letters and other government advocacy documents;
13. Implementing and updating the brand and style guide for Justice Support Centre, and supporting staff to maintain that brand in all communications including email, hard copy and digital communications, and Justice Support Centre publications; and
14. Key partners: support the DFV program managers to develop, write and implement engagement and communication plans for key partners. Support the work of the legal team's Community Legal Education and Engagement Officer when required, to develop and implement engagement plans for key partners.

Common functions and responsibilities

1. Remaining generally informed about policy and social issues related to the work of Justice Support Centre;
2. Undertaking training to develop and maintain skills and qualifications necessary to effectively fulfil your position;
3. Maintaining a working familiarity with office equipment and software;
4. Attending and participating actively in meetings, staff appraisals and Justice Support Centre planning activities;

5. Undertaking your own administration;
6. Working collaboratively with other staff by sharing skills, resources, projects and ideas;
7. Respecting and working within the codes of behaviour, policies and procedures and values of Justice Support Centre; and
8. Encouraging and maintaining an atmosphere of harmony and wellbeing in the workplace by promoting and observing ethical practices and professionalism.

ESSENTIAL AND DESIRABLE CRITERIA

Essential Criteria

1. Five or more years' experience in communications and related roles and ideally a tertiary qualification in a field related to journalism, media, communications, public relations, social impact or marketing;
2. Demonstrated experience and success developing and executing internal (staff) and external communications strategy; including an ability to develop and engage media contacts which would support the organisation's purposes and strategies;
3. Demonstrated experience managing, editing and creating content for websites, including ability to use common content management systems;
4. High-level digital competence and computer literacy; demonstrated experience and success using technology in communications and to support fundraising and advocacy initiatives. High level of digital communications expertise should include social media management, using cloud-based newsletter software (EDMs) and editing/uploading/managing website content via a CMS;
5. Experience setting up and/or managing databases for client/partner relationship management and donor management; experience designing and extracting reports from databases;
6. Outstanding written and verbal communication skills including the ability to inspire and influence, a high level of emotional intelligence;
7. Self-motivated, with the ability to work autonomously at the same time as working collaboratively with key staff to achieve communication goals;
8. Project management experience. For example, managing the development of a new website or web feature (e.g. webforms or online learning features), the publication of an annual report, an internal change-management project or the running of a major event; and
9. Commitment to social justice, specifically the vision and purposes of Justice Support Centre that are articulated in its strategic plan.

Desirable Criteria

1. Experience with Wordpress CMS, Google Analytics reporting, applying digital accessibility guidelines and experience developing webforms;
2. Experience managing databases for client/partner relationship management and donor management; experience designing and extracting reports from databases;

3. Ability to use software such as Canva and Adobe Creative Cloud for design in communications and ability to use video editing software;
4. Experience developing communications that sensitively draws on case studies/lived experience from vulnerable groups or victim-survivors, and experience de-identifying such case studies; and
5. Experience planning and managing events.