

## **Position description: Program Officer**

**Position type: 3 days per week (0.6)**

**Reports to: Program Manager**

### **Key responsibilities**

Working under the direction of the Program Manager and the Senior Program Officer, the Program Officer is responsible for day-to-day administration and promotion of the Writing NSW program of courses and manuscript assessments for contributing to strategic development of the program in line with the Organisation's objectives.

### **Programming**

- Work with the Program Manager and Senior Program Officer to ensure the smooth and efficient functioning of face-to-face and online courses
- Contribute to course program planning, including researching tutors and making program recommendations
- Work with the Senior Program Officer to liaise with course tutors on the scheduling of courses, compilation and editing of course descriptions, finalisation and collation of tutor agreements and on tutor requirements for each course
- Undertake the administrative requirements of the course program, including: scheduling venues, organising set-up and technical requirements, issuing access codes for tutors, coordinating enrolments, distributing and collating evaluations and any other requirements
- Undertake the administrative requirements of the manuscript assessment program, including: technical requirements, issuing access codes for assessors, enrolments and any other requirements
- Deal with enquiries regarding courses and liaise with course participants

### **Communications and promotion**

- Contribute to strategic promotion of courses and manuscript assessments in consultation with the Program Manager, Senior Program Officer and other staff
- Coordinate promotional activities for courses and manuscript assessments in line with strategic objectives

- Assist the Program Manager and Senior Program Officer in compiling the biannual course booklet and other promotional information, including preparing, editing and proofreading content as required
- Compile information for relevant sections of *Newswrite* magazine: Writing NSW Courses, Writing NSW News, About Writing NSW, and other sections as required
- Maintain and update website pages related to courses, manuscript assessments, *Newswrite*, and other pages as required
- Compile, format and distribute the weekly e-newsletter, *Newsbite*
- Compile the Opportunities for Writers section for the weekly e-newsletter
- Maintain the weekly e-newsletter mailing list and compile, analyse and report on readership statistics
- Coordinate weekly e-advertisements in line with the Organisation's policies on paid advertising
- Contribute to the Organisation's overall promotional strategies and activities, including social media promotions

### Finance

- Assist the Senior Program Officer with payment schedules and collation of invoices for tutors, speakers in the course program and manuscript assessors as required

### General

- Contribute to general operations and planning
- Provide first line of customer service, including monitoring general email accounts
- Respond to enquiries, take memberships, course, festival and manuscript assessment bookings
- Assist in selection and supervision of interns
- Take minutes at staff meetings
- Staff the Organisation's premises on Saturday mornings as required
- Assist at festivals and other events
- Undertake other duties as required