

Position description: Administration & Digital Services Officer

Reports to: Membership & Operations Manager

Administration, Customer Service and Finance

- Provide customer service, responding to face-to-face, phone and electronic inquiries
- Take membership orders and bookings for courses, events and manuscript assessments
- Provide administration support including mail, cash handling, banking, catering and office supplies orders.
- Undertake day-to-day financial administration tasks using Xero, including processing electronic payments, merchant settlement reconciliations and invoicing.
- Maintain the member database and other databases as required, ensuring data integrity
- Assist with IT support liaison
- Maintain and collate the organisation's statistics
- Provide administrative support to the CEO as required

Digital Services

- Assist with the design and delivery of digital services for writers
- Help identify writers' needs and new service opportunities to contribute to digital development strategies
- Provide support to customers using our digital platforms, including support related to member accounts, bookings and online course participants
- Review content on our digital platforms, ensuring it remains accurate, up-to-date and relevant
- Monitor website analytics and compile reports
- Produce new digital content as required
- Maintain, update, and expand our information resources for writers, including researching and developing new resources
- Maintain and expand online resources related to writers' groups and provide support for groups meeting online
- Monitor website functionality and work with Membership & Operations Manager (MOM) and external contractors to ensure site is working properly
- Assist MOM in identifying and coordinating improvements to the website and database

Venue

- Administer and process hire of the venue by external clients, including following up payments and processing bond refunds

- Respond to venue hire inquiries
- Record and check room set-up requirements
- Update and print weekly and daily venue calendars
- Administer cleaning and maintenance of venue

Membership

- Administer communication with members and membership-related activities and events
- Coordinate member surveys, and assist with membership drives and member benefits
- Produce reports on membership statistics and activities for management
- Administer the member-only writers' groups program, including liaising with group coordinators, and assisting with promotions and events
- Coordinate member events, including First Friday Club, the annual writers' group event and the members' Christmas Party
- Manage book donations, bookshop and library, including journal subscriptions
- Assist in developing and delivering new member benefits and programs and strategies to reach new and diverse communities

General

- Assist at festivals and other events as required
- Assist with social media promotion, including live-tweeting sessions at festivals and events
- Assist in selection, supervision and induction of interns
- Take minutes in staff meetings
- Perform other duties as required

The successful applicant will be required to comply with relevant COVID-19 safety measures which may include vaccination.