APPENDIX A – Position Description: Professional Development Officer

Position type: 5 days per week

Reports to: Program Manager

Key responsibilities

Working under the direction of the Program Manager, the Professional Development Officer is responsible for ensuring the Writing NSW program of courses and manuscript assessments runs smoothly and for contributing to strategic development of the program in line with the Organisation's objectives.

Program

- Work with the Program Manager to ensure the smooth and efficient functioning of face-to-face and online courses, and other services to writers
- Contribute to strategic course program planning, including researching tutors and making program recommendations
- Ensure the course planning process runs efficiently and that all necessary documentation is maintained
- Coordinate our program of online courses and assist in developing and implementing future directions for the program
- Oversee the structure and building of the online courses
- Liaise with course tutors on the scheduling of courses, compilation and editing of course descriptions and tutor agreements, tutor requirements for each course, and on the structure and content of online courses
- Undertake the administrative requirements of the face-to-face and online course programs, including: scheduling venues, organising set-up and technical requirements, issuing access codes for tutors, coordinating enrolments, distributing and collating evaluations and any other requirements; and scheduling, preparing, administering and archiving online courses
- Contribute to analysis of course evaluations and performance and produce monthly reports on course attendance and feedback
- Undertake the administrative requirements of the manuscript assessment program, including: liaising with assessors, assessor agreements, scheduling dates, technical requirements, issuing access codes for assessors, enrolments and any other requirements
- Deal with enquiries regarding courses and liaise with course participants regarding administrative and technical questions

- Provide regular updates on program activities for reports to the Writing NSW Board

Communications and promotion

- Contribute to strategic promotion of courses and manuscript assessments in consultation with the Program Manager, Project & Communications Officer and other staff
- Maintain and update website pages related to courses, manuscript assessments, and other pages as required
- Coordinate promotional activities for courses and manuscript assessments in line with strategic objectives
- Assist the Program Manager in compiling and producing print and digital publications, including course flyers, e-newsletters and other promotional information, including preparing, editing and proofreading content as required
- Contribute to the Organisation's overall promotional strategies and activities, including social media promotions

Finance

- Ensure payment schedules are in place for tutors, other course speakers and manuscript assessors, and that invoices are efficiently collated for payment
- Provide financial information to contribute to the Organisation's overall accounts and budget as required

General

- Contribute to general Writing NSW operations and planning
- Provide first line of customer service, including responding to inquiries, taking bookings, and monitoring general email accounts
- Provide regular updates and take minutes at staff meetings
- Staff the Organisation's premises on Saturday mornings as required
- Assist in selection and supervision of interns
- Assist at festivals and other events
- Assist other staff with their duties and provide leave cover as required
- Undertake other duties as required