**Position Description: Digital and Operations Officer**

**Position type:** Part-time, 3 days per week (18hrs)

**Reports to:** Operations Manager

**Position Overview**

The Digital and Operations Officer provides essential operational support for Writing NSW across digital platforms, member services, identified public programs, and administrative functions. The role requires digital proficiency and a willingness and ability to learn new systems and processes.

**Key Responsibilities**

Digital Services

* Provide support for those using our digital platforms (e.g., WordPress and associated plugins), including assistance with member accounts, bookings, and online course participation
* Maintain member profiles and databases, ensuring data integrity and clarity
* Assist in basic website maintenance, monitoring and updating content, identifying any issues that require attention and suggesting and/or implementing solutions
  + Support the monitoring of website analytics and compilation of reports
  + Update online resources and opportunities for writers as directed
  + Assist with basic IT support liaison

Member Services

* Administer member-only writing groups program, including liaison with coordinators
* Maintain and update the membership database
* Process new memberships and renewals
* Assist with member and community events, including First Friday industry series and Spotlight On programs

Administration and Customer Service

* Provide customer service support, responding to face-to-face, phone, and electronic enquiries
* Process administrative tasks including mail, cash handling, banking, and catering
* Manage office supplies and maintain office procedures
* Undertake day-to-day financial administration using relevant software (e.g., Xero), including:
  + Processing electronic payments
  + Merchant settlement reconciliations
  + Invoicing
  + Assist with reporting for funding applications and acquittals as required

Venue Management

* Assist in processing venue hire requests from external clients
* Assist in managing venue bookings and calendar
* Assist in recording and checking room set-up requirements
* Assist in coordinating venue cleaning and maintenance
* Assist with workplace health and safety procedures and records

General

* Assist at festivals and other events as required
* Assist with the administrative needs of the CEO as required
* Take minutes in staff meetings
* Contribute to Writing NSW development strategies
* Perform other duties as required

Note

This position requires occasional evening work and up to one Saturday shift per month.