

## **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.