

Position Details:

Position Title:	Administration and Campaign Support Officer
Employment Type:	Full Time to 30 June 2022
Hours of Work:	1 FTE

About the Mental Health Council of Tasmania:

The Mental Health Council of Tasmania (MHCT) is the peak body for community managed mental health services in Tasmania. We represent and promote the interests of our members and work closely with Tasmanian Government agencies and Primary Health Tasmania to ensure sectoral input into public policies and programs. We advocate for reform and improvement within the Tasmanian mental health system.

Our purpose:	Strengthen and advocate for our communities and service providers to support the mental health and wellbeing of all Tasmanians
Vision:	Every Tasmanian has access to the resources and support needed for good mental health and wellbeing
Values:	Compassionate and respectful, collaborative, and supportive, responsive, and adaptive, leading and engaging

Position Summary:

The Administration and Campaign Support Officer is responsible for providing a valuable first impression across the organisation including answering incoming calls, responding to website enquiries, travel bookings, preparation and dissemination of meeting invitations, papers and minute taking, together with supporting the development and coordination of MHCT events, campaigns, and projects. As part of a small passionate team, the Administration and Campaign Support Officer is responsible for the monitoring and maintenance of the MHCT website and social media accounts and will support the Media and Communications Officer in the development and dissemination of communications including newsletters, infographics, surveys, marketing. This position offers a dynamic environment with an opportunity to bring about meaningful change.

Relationships:

Reports to:	Corporate Services Manager
Direct reports:	Nil

Duties and Responsibilities:

- Respond to telephone, email, and website enquiries
 - Meet and greet visitors to MHCT and set up meeting rooms
 - Coordinate meetings, including calendar invitations, preparation, and dissemination of meeting papers and taking minutes
 - Coordinate intrastate and interstate travel for staff
 - Assist in the development and implementation of the member engagement strategy and maintain MHCT stakeholder registers and contact lists
 - Maintain the MHCT website and social media accounts including developing and posting relevant and consistent content
 - Monitor national and state media and government activities as related to mental health
 - Support the development and distribution of MHCT communications material including enews, surveys and promotional items
 - Support the planning and coordination of MHCT events, campaigns, and projects
 - Work collaboratively with the CEO, management team and MHCT staff
 - Other duties as required and directed
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Required Skills and Personal Attributes:

This position would suit an outgoing friendly professional who has an interest and experience in marketing and promotion and is looking to further develop their skills. The position requires a professional with at least two years' administrative, marketing, retail, communications, or hospitality experience and who has an interest in learning and supporting various campaigns and projects across the organisation.

Key Performance Indicators:

- Telephone, email, and website enquiries are responded to in a friendly and professional manner within the required timeframes
- Meeting rooms are booked and set up with appropriate equipment and refreshments
- Meeting coordination, including the preparation and dissemination of papers is undertaken as instructed and in a professional and timely manner, and minutes accurately reflect the content
- Travel coordination is completed in line with the MHCT Travel and Accommodation Procedures
- The development and implementation of the member engagement strategy is undertaken in consultation with the MHCT team
- MHCT stakeholder registers and contact lists are regularly reviewed and maintained
- The development and posting on social media accounts is in line with the MHCT Communications Strategy
- National and state media and government activities are monitored daily with relevant information circulated to staff
- MHCT communications material including enews, surveys and promotional items are developed and circulated as directed
- The planning and coordination of MHCT events, campaigns, and projects is well supported

Selection Criteria:

Essential criteria:

- A minimum of two years' experience in administration, marketing, retail, communications, or hospitality
- Demonstrated experience in providing customer service
- Ability to organise work and manage multiple priorities to meet deadlines
- Demonstrated organisation skills including coordinating team and stakeholder meetings, coordinating calendar invitations, preparation, and dissemination of meeting papers and taking minutes
- Strong computer skills including using Microsoft 365 suite
- Excellent written and oral communication skills including writing and editing content for different audiences
- Experience working in a team environment

Desirable criteria:

- Experience working with a Peak Body or member-based organisation
- Experience managing social media accounts and understanding of social media best practices
- Understanding of the Tasmanian mental health sector