

Museums & Galleries NSW

POSITION DESCRIPTION

POSITION TITLE: Information & Resources Officer

POSITION NO 4.1 / 2012

DATE PREPARED: 6 January 2012

1. PRIMARY ROLE WITH THE ORGANISATION

This position is responsible in assisting with the delivery and maintenance of information and resources provided by the organisation to the wider museum and gallery sector. It also implements the marketing and communications strategies of the organisation by maintaining the information, communication and technology resources of the organisation.

This role:

- Maintains resources and information via the website and other means
- Maintain and managing the organisation's database
- Distributes information on, and for, the museum and gallery sector via the website, Web 2.0 technology, a weekly e-newsletter and physical mail outs
- Assists with the design and publication of the organisation's promotional collateral and publications (electronic and hard copy)
- Implements marketing and publicity of the organisation's events to targeted audiences

2 OTHER AREA OF RESPONSIBILITIES WITHIN THE ORGANISATION

This role also:

- Provides support to the CEO in the development and implementation of strategic and business plans
- Contributes to discussion papers and submissions as required
- Shares administrative duties such as answering of phones, mail, meeting organisation and general enquires

3. CORE SKILLS AND EXPERIENCE

- Demonstrated excellent communication skills and close attention to detail
- Demonstrated communications, marketing and/or design experience, preferably in a cultural/not for profit organisation
- Knowledge and experience in the maintenance of website content.
- Basic knowledge and experience in the use of social media and web based communications tools.
- Knowledge and experience in software applications including, Microsoft Word, Excel Adobe creative suite, File-Maker Pro and online packages such as MailChimp
- Well-developed customer service skills in dealing with the public, corporate sector and M&G NSW stakeholders
- Basic knowledge and experience with Microsoft network servers
- Proven project and time management skills
- NSW drivers licence is desirable

4. ORGANISATIONAL RELATIONSHIPS

Reports to:

- Manager, Information and Resources

Co-ordinates with:

- Administrator
- Professional Development Coordinator

Positions that report to this role:

- Casual Staff and Interns as required

5. KEY REPORTABLE TASKS

Edit and distribute of weekly e-newsletter

Ensure M&G NSW databases, including contacts, institutions, events, grants, distance advisory service, consultant register, research and standards databases are maintained

Manage ongoing use of databases and information resources including production of mailing lists for databases and coordination of bulk mailouts and e-distribution

Publish and maintain content on the M&G NSW website.

Implement existing and new web technologies to enable effective means of two way communication. This including use social media platforms, blogs and web conferencing

When required, greet clients and visitors, answer incoming calls; assist with meeting arrangements and respond to general enquiries from the sector and the public

Implement external communications strategies including design, marketing and production of printed and electronic materials including M&G NSW corporate stationary and publications

Provide staff with ICT support where appropriate, including maintenance and implementation of efficient systems, server back up and recommendations to outsource technical support where necessary.

Preparation of Board reports, grant applications and acquittals as required

5. SPECIFIC CONDITIONS OF EMPLOYMENT

Full- time

4 weeks annual leave (Pro rata)

10 Days sick leave (Pro rata)

long service leave in line with M&G NSW policy

Time In Lieu in line with M&G NSW policy

Parental Leave in line with M&G NSW policy