

**Position Description**

**Position title Communications Coordinator**

Line manager Communications Manager

LCA department Communications (Office of the Bishop/EOC)

Classification Fixed-term contract

FTE 1.0

Employment period 1 December 2017 – 31 December 2019

Location Flexible, but preferably in Adelaide

**Objective of position**

To assist the Communications Manager in the implementation of the LCA Communications Plan, with particular emphasis on customer support, as well as oversight, coordination and facilitation of design projects, e-communications and branding.

**Primary responsibilities**

The Communications Coordinator will

1. be the Communications Department’s primary customer-support team member
2. coordinate design projects and printing
3. oversee promotional and engagement work, primarily eNews and social media
4. protect the LCA’s brand and corporate identity
5. provide administrative support within the Communications Department.

**Duties**

In relation to (1) the Communications Coordinator will

* serve as the Department’s front-line customer-service office for all issues excluding

*The Lutheran* and websites

* handle customer requests, concerns or complaints with care in a timely manner
* when appropriate will consult with other team members about requests, concerns or complaints involving the wider Communications Department or the wider LCA, and will refer customers to the appropriate person or department if Communications is unable to assist
* maintain a ‘learnings log’ in order to assess how the Department can continuously improve its services to customers.

In relation to (2) the Communications Coordinator will

* liaise with department and agency representatives to initiate, develop and plan design and print projects
* liaise with designers for the delivery of agencies’ design and print projects
* provide job briefs, quotes and cost estimates where required
* manage project schedules to ensure timely delivery
* authorise contractor payments
* liaise with agency representatives to ensure satisfaction with the service provided and to assist in continuous improvement.

In relation to (3) the Communications Coordinator will

* be responsible for the production of LCA Notice Board eNews (weekly) and LCA eNews (fortnightly), working closely with a designer and an editor
* each week develop Story of the Week, including a video clip for multiple channels whenever possible
* maintain, monitor and manage the LCA’s Facebook page, as well as (for special events) the LCA Twitter account
* when required, support team members by updating the LCA website and LCA agency or district websites.

In relation to (4) the Communications Coordinator will

* advise LCA agencies about logo, branding and documentation requirements
* refer non-compliance or other issues to the Communications Manager as required
* maintain and manage the logo and stationery files, and ensure accessibility for all users
* be the point of contact and delivery for LCA agencies and districts requiring hardcopy stationery and e-stationery.

In relation to (5) the Communications Coordinator will

* prepare meetings agendas and record meeting minutes for Communications team meetings
* coordinate work flows and procedures between team members in order to maximise productivity and efficiency
* keep up-to-date with copyright legislation and practice relevant to the LCA and its agencies, and be able to provide advice in this area
* be responsible for design files management and other areas under the Coordinator’s direct oversight
* as far as practicable support the work of the IT Department in the development of file-management systems
* represent the Department at administrative meetings within the national office
* undertake such other administrative duties as directed by the Communications Manager.

**Required qualifications, skills and qualities**

* Excellent interpersonal relationship skills
* High-level written and oral communication skills
* Competence and confidence with Word, Excel and document-management programs
* Ability to work in small teams of staff and contractors
* High energy and drive
* Creative flair
* Ability to be assertive when required
* Ability to work unsupervised, demonstrate initiative and self-discipline
* Ability to manage competing tasks, to prioritise and meet deadlines
* Attention to detail and commitment to high-quality outcomes
* Preparedness to learn new skills and improve existing ones
* Active member of the Lutheran Church

**General terms of appointment**

The Communications Coordinator will agree to

* work in a Christian environment and uphold the values and teachings of the Lutheran Church of Australia
* abide by all LCA policies and comply with procedures as applicable
* observe and comply with the LCA Work, Health & Welfare policies and procedures.