

POSITION DESCRIPTION

POSITION SPECIFICS	
POSITION	Communications & Marketing Coordinator
LEVEL	MEA 4.1
HOURS	38 hours per week
REPORTS TO	Chief Executive Officer

Conflict Resolution Service (CRS) is a not-for-profit community organisation established in 1988. CRS is the leading community service provider of diverse dispute prevention, management and resolution services to the ACT community. Conflict Resolution Service is registered with the Mediator Standards Board to provide accredited mediation training.

CRS provides many services, including:

- Mediation
- Conflict Coaching
- Facilitation
- Restorative Conferencing
- Information and Referral
- Child Inclusive Practice
- Training
- Mediator Professional Development and Accreditation

Types of disputes CRS assists with include (but are not limited to):

- Workplace
- Neighbourhood
- Social
- Business/Commercial
- Organisations, Committees, Communities
- Family (including young people, wills/estates, guardianship)
- Separated couples including property settlements and parenting arrangements (CRS is a designated provider of Family Dispute Resolution Services under the Family Law Act (Cth))

Services are offered to individuals, government agencies and the private sector. CRS is funded by the ACT Community Services Directorate with additional income being generated through fees for commercial mediation, facilitation and training. CRS is a registered charity with DGR status under the Australian Taxation Office.

POSITION OVERVIEW

The Communications and Marketing Officer is responsible for implementing Conflict Resolution's, marketing and brand awareness strategy in collaboration with our marketing partners. This position will have direct relationships with partners and stakeholders creating a situation whereby CRS is seen as leaders in the industry of managing and resolving conflict across the ACT and region.

POSITION RESPONSIBILITIES

- Deliver on Conflict Resolution Service's marketing strategy
- Coordinating / producing content for marketing collateral, e-newsletters, social media and website
- Establish and maintain professional relationships with partners and stakeholders
- Understand market trends and competition drivers
- Maintain the organisation's website. Including brand positioning and brand management
- Working with the CEO to continually improve processes to develop all aspects of the business. Including government funded and fee for service programs in all areas but in particular; Training, Workplace Mediations and Family Dispute Resolution services.
- Plan and control expenses against yearly budgets
- Develop and maintain policies and procedures relevant to the position
- Analyse, interpret and report on digital marketing results
- Provide advice to the CEO on any public relation issues or crises

Any other marketing and communications related tasks as required.

ESSENTIAL

- Formal qualifications in marketing, communications, media, or a related discipline, and/or equivalent demonstrated experience in a related field
- Demonstrated experience and proven track record in delivering successful marketing and communication strategies
- Understanding and ability to use technology, digital marketing channels and tools.
- Ability to confidently build and maintain professional relationships with partners and stakeholders
- Highly developed written and verbal communication skills
- Ability to be self-motivated, responsive and flexible.

DESIRABLE

1. Experience working in the not-for-profit sector
2. Experience working in dispute resolution or related field
3. Exceptional multitasker

CONTROL PANEL	
VERSION	1
DATE	October 2019
EMPLOYEE NAME	
SIGNATURE	
DATE	
CHIEF EXECUTIVE OFFICER	
SIGNATURE	
DATE	