

<b>Position Title:</b>	Administration and Events Officer
<b>Role Type:</b>	Fixed Term to 31 December 2025 (parental leave cover)
<b>Award and Level:</b>	Social, Community, Home Care and Disability Services Award Level 2
<b>Background</b>	
<p>Palliative Care South Australia (PCSA) is a leading charity and independent peak body representing palliative care providers, consumers and their families and those with an interest in palliative care in South Australia. PCSA was established in 1985 and is a membership-based organisation, supporting the individuals, families, carer's, community members, as well as specialist and generalist health care professionals working with South Australians experiencing serious illness, dying, death and grief. Collectively, the PCSA membership body holds tremendous knowledge and wisdom about the challenges the sector faces and the opportunities those challenges can bring. PCSA is a founding member of <a href="#">Palliative Care Australia</a>.</p>	
<b>Position Summary</b>	
<p>This position reports to the Corporate Services Manager and works closely with the Events and Communications Coordinator to support the smooth operation of events, assists with the range of PCSA communications and administrative functions as required.</p>	
<b>Main Tasks and Responsibilities</b>	
<b>Administration</b>	
<ul style="list-style-type: none"> <li>Respond to phone and email enquiries, logging in Monday.com, providing information or referring to the relevant area</li> <li>Provide general administrative support to PCSA Teams including mail management, data entry, filing, postage, scanning, photocopying, coordinating travel bookings and resource/stock management and tracking</li> <li>Provide administrative support for meetings and networks, including compilation of agendas, collation of information and preparing for meetings, calendar invitations and attendee liaison, membership tracking, minutes of meetings and sending reminders for action items</li> <li>Provide CEO diary management assistance</li> <li>Book, tidy and set up meetings and training rooms as required</li> <li>Support the general running of the office environment, e.g. recycling, ordering office consumables, printing supplies, kitchen supplies, orientate staff and volunteers to office environment</li> <li>Coordinate the CRM system, including data entry for relationship information and activities, as well as enquiries and action tracking</li> </ul>	
<b>Events</b>	
<ul style="list-style-type: none"> <li>Set up training events utilising booking system</li> <li>Support training event delivery with venue bookings and catering</li> <li>Monitor attendee numbers and respond to queries seeking guidance as required</li> <li>Assist with post event reports, recording and checking data to ensure reports meet requirements and are meaningful to support continuous improvement for events</li> <li>Provide support to community engagement activities</li> <li>Liaise with suppliers for marketing materials as needed</li> </ul>	

### Communications

- Assist with the upload of information to social platforms
- Assist with review of content on the website ensuring information up to date and relevant
- Assist with the preparation of stakeholder newsletters across the programs of PCSA
- Review of communication databases to ensure correct information is held and the delivery of communication to intended stakeholder groups
- Assist with reviewing and proof-reading documents, publications and communications across the range of activities at PCSA
- Prepare reports on website activity, email and social media marketing
- Contribute to ensuring the consistency of branding and messaging across all materials and forums

### Governance, Quality and Continuous Improvement

- Contribute to continuous improvement of the organisation's business management system
- Ensure appropriate knowledge management documentation is in place in your area
- Contribute to and undertake internal audits, paying attention to details of processes and identify improvements that can be made to deliver organisational results
- Assist in the development of work instructions and procedures

### WHSE: Contribute to a Positive Work, Health and Safety Environment

- Promote a workplace that is free from bullying and harassment
- Comply with Equal Employment Opportunity and Discrimination legislation
- Take personal responsibility for complying with WHS policies and procedures
- Follow all reasonable work instructions, work procedures and practices to maintain the health and safety of yourself and others in the workplace
- Ensure safety and ergonomics of your work area
- Report any hazards or incidents as soon as practicable to CEO
- Keep the workplace free from harassment and discrimination

Notwithstanding the above, other duties as reasonably directed.

Key Attributes			
<b>Essential</b> <ul style="list-style-type: none"> <li>Strong administration skills and a high level of customer service with the ability to engage with stakeholders in person and on the phone</li> <li>High digital literacy skills, in particular email, Microsoft 365, Zoom, SurveyMonkey</li> <li>Exceptional data admin skills with experience in upkeeping records, data entry and data reporting</li> <li>Experience in providing event activity support</li> <li>Experience in assisting with communication to stakeholders across a range of platforms</li> <li>High attention to detail, with a high level of written and verbal communication skills, including the ability to edit and proofread documents, publications and communications</li> <li>Sound time management, planning and organisational skills to meet the demands of a busy position</li> <li>Strong sense of initiative and an ethos of continuous improvement</li> <li>A shared passion and determination to play a key role in delivering the mission and vision of PCSA</li> </ul>			
<b>Desirable</b> <ul style="list-style-type: none"> <li>Experience with: <ul style="list-style-type: none"> <li>Social Media platforms (Facebook, Instagram, LinkedIn)</li> <li>Mailchimp</li> <li>Humanitix</li> <li>WordPress</li> <li>Monday.com</li> <li>Canva</li> </ul> </li> </ul>			
Our Inclusivity Statement			
<p>Palliative Care South Australia values diversity and is committed to creating an inclusive work environment. Recruitment and selection decisions are based on merit and not affected by irrelevant personal characteristics. We encourage people who identify with any of the following groups to actively seek employment with Palliative Care South Australia: Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ); Aboriginal and Torres Strait Islander (First Nations); people from Culturally and Linguistically Diverse (CALD) backgrounds and people with disability.</p>			
TERMS AND CONDITIONS OF EMPLOYMENT			
<b>Requirements:</b> For acceptance of this position the employee must hold a current: <ul style="list-style-type: none"> <li>National Police Check</li> <li>Current Driver's License</li> <li>Right to work in Australia</li> </ul>			
<b>Conditions</b> <ul style="list-style-type: none"> <li>Comply with organisational policies and standards of conduct</li> <li>6 month probation period for new employees</li> <li>Out of hours work may be required</li> </ul>			
EMPLOYEE ACKNOWLEDGEMENT			
Employee Full Name		Signature	Date
Date Position Description (PD) Approved by CSM			24/3/2025