



POSITION DESCRIPTION

RELIEVER SISEAP HEADQUARTERS COMMUNICATIONS & ADMINISTRATION ASSISTANT FOR MATERNITY LEAVE

REPORTS TO: SISEAP President

KEY RELATIONSHIPS: SISEAP President, Executive Committee, Management Committee, Communications Convenor, Membership Convenor, ICT Liaison, Directors and Members

DIRECT REPORT: Nil

LOCATION: Work from home, based in Australia

PURPOSE

The role of the HQ Communications & Administration Assistant in SISEAP is to provide HQ administration, implementing procedures and managing HQ communications to ensure the organisational effectiveness and efficiency of SISEAP Headquarters.

The HQ Communications & Administration Assistant is responsible for managing the SISEAP shop, the membership database, processing of all accounts receivable transactions, maintenance of the SISEAP website and google accounts, and coordinating marketing & communications activities including the SISEAP newsletter, website & social media posts, marketing material & merchandise and for assisting the Communications team as required.

The HQ Communications & Administration Assistant is responsible for providing support to assist the Executive Committee and Board of the Federation, and for providing information and assistance to all SISEAP members as required.

The current HQ Communications & Administration Assistant will commence Maternity leave from January 2027.

PERSON SPECIFICATION

- Administration in a not-for-profit, membership, association or volunteer-based organisation
- Financial administration, including invoicing, accounts receivable
- MYOB or similar accounting software
- Membership databases or CRM systems
- Website management using Joomla or similar CMS platforms

- Email marketing tools such as Mail chimp
- Social media management, especially Facebook and Instagram
- Digital and print marketing using Canva or similar software
- Content calendars and communications campaign coordination
- Google Workspace, including Gmail and user-account management
- Social media analytics and reporting
- Working remotely or within a distributed team

Key Attributes

- Strong, broad administrative experience with excellent organisation and time management
- High attention to detail and accuracy in records, finances, membership data and communications
- Professional written and verbal communication skills
- Confident digital literacy and ability to learn new systems quickly
- Self-motivated, responsible and able to work independently
- Strong problem-solving, analytical and decision-making skills
- Discreet and trustworthy when handling confidential information
- Methodical approach to record keeping, databases and established procedures
- Good proofreading and editing skills
- Collaborative and effective in a remote team environment
- Willingness to learn SISEAP systems, processes and terminology
- Professional, friendly and diplomatic approach to diverse enquiries

DUTIES AND RESPONSIBILITIES

1. GENERAL DUTIES

- 1.1. Be familiar with the purposes, policies, regulations and programmes of the Federation
- 1.2. Assist with managing incoming email, routine correspondence and official correspondence as may be clarified by the Federation Secretary
- 1.3. Responding to enquiries and requests for information from members and non-members
- 1.4. Ensuring all official SISEAP records and maintained effectively in filing systems for email records and computer documentation
- 1.5. Create and update administration forms as required
- 1.6. Any other administrative tasks as requested by the President or the Executive Committee & Communications team

2. SHOP

- 2.1. Process Shop orders, ensuring payment of goods is received before goods are shipped
- 2.2. Process Shop sales in MYOB and email invoice receipts
- 2.3. Ensure Shop information on website is kept updated with current stock items and order forms
- 2.4. Obtain quotes and purchase of Shop stock to maintain stock levels
- 2.5. Investigate new Shop stock supplies as needs identify or as requested

2.6. Assist with annual review and update of Shop order forms and pricing including postage

3. ACCOUNTS

3.1. Processing of all Accounts Receivable:

3.1.1. Shop orders

3.1.2. Member Federation Capitation Fees and Club Annual Returns

3.1.3. Donations, events and appeals

3.2. Email receipts for all payment processed

3.3. Daily monitoring of bank deposits, processing and following up any unknown deposits

3.4. Process Credit Card payments

3.5. Assist with Accounts Payable processing

4. MEMBERSHIP

4.1. Process memberships including:

4.1.1. New Members

4.1.2. Exit and deceased members

4.1.3. Transferred members

4.2. Update and maintain Membership Register and Club Membership Numbers Register and ensure Membership numbers in database are accurate at all times

4.3. Forward membership enquires to relevant Membership Co-ordinator and Membership Convenor

4.4. Administration and processing of Club Charters, Club Closures and Club name changes

4.5. Update New Member Welcome Letter each biennium and ensure sending is automated

4.6. Send out monthly Membership Number and Stats to Directors, MC, National Presidents & Membership Convener

4.7. Notify President and Membership Convenor of new Club Charters from other Federations, prepare and distribute congratulations letter on behalf of President.

5. MEMBERSHIP DATABASE

5.1. Update and maintain the membership database in Joomla:

5.1.1. Add new members, notify Club of new membership number

5.1.2. Exit members who have left Club or are deceased and send Member Feedback Forms

5.1.3. Transferred members

5.2. Reset Member logins and passwords as requested

5.3. Update missing Club & Federation Position Holders in database

5.4. Ensure all Clubs are appearing on the website Find A Club page and update geotags in back end to ensure clubs appearing in correct map location

6. GOOGLE ACCOUNTS & ICT

6.1. Reset Gmail passwords when requested

6.2. Respond to Help Desk queries, forward to ICT Liaison if further assistance required

7. WEBSITE

- 7.1. Co-monitor website to ensure information and content is high quality, accurate and up-to-date
- 7.2. Gather, organise and enter information and content onto the website including writing or editing articles for Latest News section of the Website

8. COMMUNICATIONS

8.1. Social Media Management

- 8.1.1. Regular posts and shares on SISEAP Facebook page and SISEAP Instagram Account, including Club Charter anniversaries
- 8.1.2. Answer any messages sent directly to SISEAP Facebook page
- 8.1.3. Maintain a content calendar for regular posting with key SISEAP, SI and UN dates and events

8.2. Newsletters Via Mailchimp

- 8.2.1. Creating and publishing monthly Bulletin publication in Mailchimp with articles and content provided from Position Holders
- 8.2.2. Proofing and publishing of SPAN and other ad hoc publications or messages in Mailchimp
- 8.2.3. Regularly manage Mailchimp subscriptions, adding and removing to keep up to date

8.3. Marketing Collateral

- 8.3.1. Manage workflow between Graphic Designers, Management Committee, Communication Team on creating or updating SISEAP marketing collateral
- 8.3.2. Create in-house graphics as required for website, social media, Bulletin etc
- 8.3.3. Create in-house flyers, brochures and other print material as required

8.4. Communications Team

- 8.4.1. Be an active member of the Communications team and attend meetings to plan campaigns
- 8.4.2. Manage all website, Newsletter and social media aspects of campaigns
- 8.4.3. Produce Google analytics and Facebook insights reports post campaign for the Communications team and Management committee

8.5 CORRESPONDENCE & RECORD KEEPING

- 8.5.1. Distribute official correspondence to Members, Clubs, Regions, Position Holders as directed by the Federation President or Secretary
- 8.5.2. Respond to all enquiries and requests for information from Position Holders, Members and Non-Members
- 8.5.3. Direct mail or email to relevant Federation Position Holders as applicable
- 8.5.4. Direct email from Soroptimist International to the Executive and Directors
- 8.5.5. Implement and maintain effective filing systems for all official SISEAP records, including emails and soft documents