**Job title:** Administration and Marketing Officer

**Reporting to:** Committee of Management PIBN

**Direct Reports:** President PIBN

**Contract Type:** Part -time 12 month contract (approx. 15 hours per week with potential to grow)

**Phillip Island Business Network**

Our Purpose

To initiate and facilitate connection and collaboration in supporting businesses that will enhance the sustainability of the Phillip Island economy and community

**Purpose:** - Manage day to day administrative tasks

* communicate with members/potential and others weekly
* promote membership
* organise and run events
* attend and record meetings and represent PIBN as directed
* Partake in business planning items
* perform various duties as required by the president or management committee for PIBN purposes.

**Key Results & Responsibilities**

The role requires the following outcomes to be achieved to a consistent and high standard.

| **Result Area and Operational Standards** | **Tasks/Responsibilities** |
| --- | --- |
| **Result:** Organisation operates efficiently and to budget | * Complete monthly member reports * Organise and complete monthly PIBN newsletter * Assist in planning future events * Maintain and update organisation procedure manuals and policies. * Plan and delivery of PIBN marketing activities * Maintain office opening hours to support operations * Check and respond to emails, ensuring quick turnaround. * Ensure website is kept up to date * Maintain budgets * Maintain member databases |
| **Operational Standard:** Efficiently to Budget |
| **Result:** Members are involved and networking | * Ensure all phone calls are attended to professionally * Ensure information is delivered quickly and accurately in a consistent, friendly and polite manner * Ensure all complaints and member concerns are captured, and reported to the committee for action. * Create and maintain member loyalty programs * Assist committee in creating a calendar of local business networking opportunities. * Organise and run educational workshops for local businesses * Use active/ potential member expertise for PIBN activities and promotions where possible * Keep member morale high and encourage excellence |
| **Operational Standard:** High service and satisfied members |
| **Result:** Maintain local, Environmental and community focus | * Ensure you are up to date with knowledge of the local environment and bodies that support best business practices to share with members. * Maintain local print and electronic media to get local business messages to the community * Help in the planning and delivery of community and business projects and workshops that benefit the membership * Generate membership through promotion and support of local Businesses, community and environment |
| **Operational Standard:** Accurately |
| **Result:** Easy and Informative IT presence | * Keep emails simple and informative * Ensure correspondence is focused on PIBN roles * Ensure all webpages are up to date * Ensure the website is active and report on use. * Ensure face-book is active with posts and follow-up * Activate other IT mediums as needed |
| **Operational Standard:** efficiently |

**Qualifications & Experience**

PR & Customer Service Skills Internet, excel, and word processing skills

Sales and marketing skills Business Administration skills/experience

Workshop/seminar organising skillsKnowledge of local area & Businesses

Meeting agenda & Minute taking experience Basic website updating knowledge

Phone & communication skills Strong interpersonal skills

People Organization skills Social Media Skills

Good communication skills Event management skills