



POSITION DESCRIPTION

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| Position Title | AUDIENCE PLANNING COORDINATOR | Position No. | 50039960 |
| Team | [Audiences] | Classification | [Administrative/Professional] |
| Department | Audience Planning | Schedule Roster Cycle | [Schedule A] [Non-Rostered] |
| Location | Ultimo | Band / Level | [Band 7] |
| Reports to | HEAD OF AUDIENCE PLANNING 50044604 | HR Endorsement | 24/08/2018 |

Purpose

To provide administrative assistance to the Head of Audience Planning and Head of Enterprise Design as well as unit coordination support for their respective teams. Project manage and be the key coordinator for our CRM and CMS system Zendesk.

Key Accountabilities

- Under the supervision of a manager, deliver key projects that form part of the Audiences Team strategic plan, developing exceptional relationships to facilitate this within scope and agreed timeframes.
- Be the key coordinator for Audience Support processes spanning website FAQ/support updates; within Zendesk (Audience Support software); prepare, draft, update, review and publish FAQs for ABC Help and iView Support centre; project manage implementation of new features and updates to the Help centres; daily and monthly monitoring of performance metrics.
- Update regular reports in an accurate and timely manner.
- Provide administrative support to the Head of Audience Planning and Enterprise Design including diary management, recruitment/team admin, organising travel, meetings support, invoices, stationery, filing, event/conference coordination, printing/scanning (and any other general office support function).
- Support administrative needs of teams including presentation development, mail distribution, invoicing, team events, recruitment, new staff induction and set up, staff leave, and Cabcharge management. Be a Health and Safety and First Aid representative (training provided) by advocating corporate policies and principles.
- Provide admin support and cover within the Audiences team as required ie when other admin staff are on leave.
- Actively promote the ABC values and apply all relevant workplace policies and guidelines.
- Cooperate with any reasonable instruction, procedure or policy relating to safety and take reasonable care for your own safety and that of other people who may be affected by your conduct while at work. Additional WHS responsibilities apply to Managers and Supervisors, Team Directors, and other Officers.

Key Capabilities/Qualifications/Experience

1. A well rounded, highly organised and adaptable individual who enjoys the variety and scope the role offers.
2. A multi tasker with experience in coordinating projects with an understanding of basic project management principles, responsibilities, deadlines and process.
3. Highly experienced in admin support for a senior manager and team preferably within a marketing/consumer facing team.
4. Advanced written and oral communication skills and the ability to present to, communicate and work effectively with people of all levels.





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5. Experienced, proactive multi tasker with outstanding organisational skills and exceptional attention to detail.
6. The ability to make sound judgements, prioritise, solve problems and proffer solutions in a dynamic work environment.
7. IT literate with demonstrated strong computer skills, especially with Excel, PowerPoint, and Word. Experience using content management systems or customer relationship management systems eg: Zendesk or basic html skills, would be highly regarded.
8. **ABC Principles:** Demonstrated commitment to the ABC Principles of We are ABC, Straight Talking, People Focused, Accountable and Open & Transparent.
9. **ABC Policies:** Understanding of the relevance and scope of ABC policies and the ABC Principles and a commitment to adhere to these; particularly in relation to complying with health, safety and wellbeing requirements in the workplace and acting in accordance with the ABC Principles.
10. **Diversity and Inclusion:** Ability to communicate effectively and build relationships with people from a range of diverse backgrounds.