

POSITION DESCRIPTION

POSITION TITLE:	Australia Awards Alumni Officer
LOCATION:	Southport, Gold Coast QLD
REPORTING TO:	Marketing Manager
DEPARTMENT:	Education and Scholarship Administration Team

PURPOSE STATEMENT

The primary purpose of this position is, under the direction of the Manager, to advise, assess, administer and process activities required in meeting the contractual obligations of BUSY At Work and the Australian Awards Administration team within the Department of Foreign Affairs and Trade.

OUR VISION

To improve social equity through having more people in jobs, more people learning new skills, and more communities exposed to positive change.

OUR MISSION

- To promote training, employment and workforce planning solutions to employed, under-employed and at risk members of our Communities, with particular emphasis on youth.
- To provide bridging assistance where government and community resources are lacking.
- To assist new and existing businesses to grow and prosper through effective workforce planning.
- To create and maintain partnerships with other providers, industry groups and governmental agencies

OUR VALUES

- **Inclusive:** People of all communities coming together as one team for common goals
- **Excellence:** We always strive to exceed
- **Resilience:** Equipped to meet challenges and exceed
- **Integrity:** We act with honesty and sincerity
- **Innovation:** Embracing new ideas and technology to stay ahead of change

REPORTING

This position reports to the Marketing Manager.

PRIMARY DUTIES

Provide website support for the Australia Global Alumni website <https://www.globalalumni.gov.au/> and for Australia Awards-only web content on www.studyaustralia.gov.au (website is managed by Austrade), and communicates and supports alumni functions for Posts.

- Regularly update website content, linking website with other online material.
- Facilitate log in requests and password updates.
- Review DFAT nominated websites to link news and event material.
- Ensure website material is timely and accurate.
- Publish good news stories and promotional material on website, provided by DFAT.
- Ensure website is WOAG2.0 compliant and compliant with other identified requirements.
- Process alumni budget allocations in DFAT systems.
- Provide helpdesk services and respond to enquiries. Currently this is not high volume and only requires occasional support
- Prepare/circulate communication products to support Posts delivery of alumni activities.
- Develop/update alumni guidelines.
- Advise DFAT on alumni opportunities for continuous improvement of the website and program.

KNOWLEDGE, SKILLS & EXPERIENCE

- Self-motivated with a demonstrated enthusiastic approach to day-to-day business operations;
- Highly detail oriented, ensuring accurate inputting of information;
- Strong organisational skills and time management skills;
- Excellent communication skills and an approachable demeanour;
- Positive approach to a continual changing work environment;
- Strong client focus and desire to be a part of a service organization;
- Ability to operate in a highly ethical manner in accordance with Australian and State Government contractual requirements, client expectations of high standards and BUSY's high quality and performance oriented culture;
- Ability to undertake training as and when required by BUSY;
- Positive approach to continuous improvement;
- Desire to be part of a growing, high achieving, successful service organisation

QUALIFICATIONS/REQUIREMENTS

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understood the duties and responsibilities required of me in this role.

Employee Signature: _____ Date: _____