



JOB AND PERSON SPECIFICATION

Job Title: Communication and Project Assistant

Organisation: StudyAdelaide

Type of Appointment: One year full-time contract

StudyAdelaide is a public corporation that was formed in 1998 to promote Adelaide as a destination for international students. Its primary functions are:

1. To promote Adelaide as Australia's premier learning city for international students across all sectors, including schools, vocational and higher education.
2. To ensure that international students studying with a South Australian provider feel welcomed, valued and are enriched by their study experience through the implementation of a student and community engagement program.
3. To work closely with StudyAdelaide members in support of their recruitment activities.

The organisation's stakeholders and funding partners include South Australia's education providers' actively recruiting international students, and South Australian state and local government agencies. StudyAdelaide is committed to fostering and strengthening these ties to ensure a co-ordinated approach to promoting Adelaide.

Summary of the position

The Communication and Project Assistant reports to the Student Engagement Manager but works across the entire organisation to support student engagement, marketing, and administrative functions. The role contributes to the effective and efficient operation of StudyAdelaide by undertaking a range of daily tasks, as well as supporting specific projects as required.

Key Responsibilities

Student Engagement

- Provide administrative support of key projects that enhance the international student experience.
- Support event coordination, including venue queries and bookings, RSVPs and event set-up.
- Support the coordination of Student Ambassadors to fulfill event requirements.

- Manage the student engagement Facebook groups, including creating posts and provide additional social media support to the Digital Marketing Coordinator.
- Responsible for reviewing and updating the Student Portal content within the StudyAdelaide website to ensure accurate and relevant content.

Member Engagement

- Support event coordination, including venue queries and bookings, RSVPs, and event set-up.
- Fulfil member requests for collateral, promotional items and other information as requested, including international freight requirements.
- Support distribution of marketing materials for StudyAdelaide staff and members. Includes monitoring and advising relevant staff of stock levels, coordinating printing and delivery to local and international locations.
- Arrange packing of StudyAdelaide Student Welcome Packs, and distribution to members as requested by the Student Engagement Manager.

Administrative Support

- Respond to customer enquiries – including phone, email and visitors to the office, liaising with relevant staff as required and/or researching information to fulfil enquiries.
- Co-ordinate StudyAdelaide's offsite storage and maintain a positive working relationship with the supplier.
- Support all staff to update and maintain the StudyAdelaide CRM database
- Processing of invoices for suppliers.
- Undertaking Fire Warden duties as required.
- Other duties as required.

Performance measures

Annual performance objectives will be agreed with the Communication and Project Assistant as part of the annual performance management process.

Reporting and Key Working Relationships

Internal	Reports to the Student Engagement Manager and supports all StudyAdelaide team members.
External	StudyAdelaide members and suppliers.

Qualifications, Experience and Knowledge

Essential requirements

- Experience in providing administrative support services.

- Strong commitment to customer service and the achievement of high service delivery standards.
- Demonstrated proficiency with word processing, spreadsheet and database applications.
- Experience updating web content and managing social media groups
- Experience writing copy for web and social media
- Effective communicator, both verbally and in writing, to suit a range of audiences.
- Ability to exercise initiative, drawing logical conclusions from available information and developing sound courses of action.
- Ability to work independently, as well as take direction as required, and to contribute to the spirit of team cooperation.
- Effective time management and organisational skills.
- Demonstrates motivation and a positive attitude to change, receptiveness to new ideas and changing environments and the ability to be flexible and deal with ambiguity and change.

Desirable

- Completion of at least Year 12 or equivalent.
- Experience working in a multicultural environment.
- Knowledge of the international education sector.

Other conditions

- Some out of hours work may be required.
- A current driver's license
- Australian citizen, permanent resident or a visa that permits work in Australia.