

POSITION DESCRIPTION

MARKETING & COMMUNICATIONS OFFICER - RIVERSIDE

POSITION DETAILS

Date of Position Description	June 2021
Position Title	Marketing & Communications Officer - Riverside
Position Grade	10
Directorate Business Unit	City Engagement & Experience Marketing & Brand
Reports to	Marketing & Communications Team Leader - Riverside
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements

POSITION OVERVIEW

The Marketing & Communications Officer - Riverside supports the Marketing & Communications team to champion the marketing promotion and communication strategy, campaigns and initiatives of the Riverside Theatres. This position is responsible for providing support to cross functionally design, coordinate, and deliver tactical marketing and communications that actively reach and target identified market segments to achieve strategic objectives of community engagement and ticket sales.

This role will support the establishment, guidance and nurturing of the strategic positioning of the Riverside Theatres. This role helps inspire internal and external stakeholders to develop powerful City and Council marketing, promotions, communications, advocacy, partnerships and programs.

KEY RESPONSIBILITIES

Role Specific

- Implement tactical and operational marketing, communications, promotions and branding initiatives with internal and external stakeholders to achieve strategic marketing objectives and commercial outcomes of community participation and ticket sales.
- Support the regular and direct engagement of customers, target market segments, and stakeholders to develop advocates of Council's programs and services and leverage Riverside Theatres' competitive identity to generate ticket sales.
- Contribute to improvements to digital (including websites and other digital applications) and traditional mediums in accordance with the objectives of the Riverside Theatres marketing strategy.
- Continually develop, source and update marketing, promotions and communication tools (print, online, digital and non-traditional mediums) at an optimal rate and in line with objectives.
- Support the positive perception and positioning of Riverside Theatres.
- Assist with marketing and communications activity that supports Riverside Theatres to deliver on its operational plan and commercial objectives.
- Assist with the collection, analysis and reporting of relevant statistics, industry trends, performance indicators and other evaluation data, as required.
- Coordinate and implement destination, marketing, promotion and communication campaigns as directed.

Baseline

- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.
- Communicate effectively to inform and engage all stakeholders.
- Promote and maintain effective relationships with all external business partners including community organisations, contractors, State and Federal authorities.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

KNOWLEDGE

Qualifications

- Tertiary qualification in marketing, communications, or other related field.

Experience

- 4+ years' experience in marketing and communications in a relevant sector, culture and arts experience preferred.
- A proactive and systematic project management approach and capacity to manage competing resourcing needs.
- Demonstrable experience in developing tactical marketing, promotion and communication programs to engage and capitalise on target market segments.
- Demonstrable experience in interpreting research, data and insights and delivering strategic marketing, promotions and communication campaigns and initiatives.
- Demonstrable experience designing and implementing marketing, promotion and communication tools in various formats (including traditional and digital).
- Experience using a variety of digital systems for research, marketing, communication and promotional outcomes.

Skills

- Ability to develop and implement acquisition and retention marketing, promotion and communication campaigns and initiatives.
- Knowledge and understanding of current technological applications in the provision of marketing, promotion and communication services.
- Ability to quickly acquire and craft product and service information and cascade it in an appropriate, consistent and effective manner in a variety of mediums (oral and written).
- Excellent communication and copyright skills – ability to translate between technical, creative and business stakeholders.
- High level of proficiency with data analysis, using analytics tools and reporting to track key analytics on social media performance.
- Exceptional ability to communicate, negotiate, build relationships and influence others with an engaging approach and technique.
- Well-developed problem solving and decision-making ability.