

POSITION DESCRIPTION	
Title	Content Coordinator
Unit	Communication and Public Affairs
Reporting to	Content Manager
Location	Level 8, 120 Sussex Street, Sydney NSW 2000
Position Statement	<p>The Content Coordinator is responsible for producing engaging, persuasive, accurate and timely content in support of Australia for UNHCR’s objectives and activities, particularly to reach new audiences, inspire increased support, and deepen our relationship with supporters.</p> <p>The role would suit a motivated team player with strong writing, editing and communications skills and exemplary time management.</p>
Accountabilities and Responsibilities	
Content Creation	<ul style="list-style-type: none"> • Produce compelling stories for a range of print and online platforms that inspire target audiences to support and share Australia for UNHCR’s objectives and activities. • Source, gather and shape content to support communication and fundraising activities targeted at Australian audiences, including strategically drawing from UNHCR’s global content pipeline as well as content-gathering missions and other sources. • Work collaboratively with other teams to create content briefs and eDMs for fundraising campaigns, appeals and events. • Ensure content fits style, brand and tone guidelines and is up-to-date and accurate. • Support Content Manager and Communication and Public Affairs team on other projects as directed.
Planning and Coordination	<ul style="list-style-type: none"> • Support production of in-house publications including biannual ‘With You’ magazine, Annual Reports and monthly enews. • Support team in developing creative concepts and content for the website, social media, media and so on. • Stay abreast of communication trends and activities (including partner and competitor organisations’ channels), and identify new ways or opportunities to tell captivating stories. • Contribute to content performance reporting, review and planning, including specific performance of content assets, emails and so on. • Manage in-house image library, including approving content uploads and other administrative tasks. • Responsible for other administrative, reporting and content planning tasks as required to assist the Content Lead and support the efficient functioning of the Communication and Public Affairs team.
Organisational Responsibility	<ul style="list-style-type: none"> • Actively seek to understand, communicate and support the Australia for UNCHR mission and comply with policies and procedures. • Liaise with others in a professional, respectful and constructive manner. • Contribute to a positive work environment by being punctual and reliable, particularly in meeting deadlines and reporting timeframes. • Cultivate productive and collaborative working relationships and results through open and inclusive planning, information sharing and transparent

	<p>work practices.</p> <ul style="list-style-type: none"> • Help develop and participate in Australia for UNHCR's wider external relations initiatives, projects and events, and be ready to pitch in when needed. • Observe all legal and legislative requirements and demonstrate a high level of confidentiality and integrity. Assist in the development of, and participate in A4u's initiatives, projects and events.
Selection Criteria	
Essential Qualities	<ul style="list-style-type: none"> • Minimum three years' experience in journalism, communications or humanitarian work, with experience producing creative content for a variety of digital and print media including the social media cycle. • Excellent interpersonal skills for gathering information, identifying story leads and interviewing people of diverse backgrounds. • Advanced English writing and editing skills, with the ability to craft engaging stories for a variety of channels and audiences. • Exemplary time management skills and attention to detail, with the ability to take a brief and work to deadlines, sometimes under pressure
Desirable Qualities	<ul style="list-style-type: none"> • Experience using InDesign, Premiere Pro or other creative applications for video, audio, image, animation or graphic design production. • Experience using web content management systems such as Umbraco, Shorthand. • An understanding of international humanitarian affairs and forced migration issues an asset, along with relevant tertiary qualification in communications, international development or other relevant fields.
Person Specifications	<ul style="list-style-type: none"> • Team player with open, friendly and approachable manner who fosters collaborative relationships. • Drive, initiative, 'can-do' attitude and the ability to work to deadlines and under pressure. • Empathy, sensitivity, maturity and diplomacy. • Willingness to take instruction and constructive feedback, and undergo training as required.
Key Competencies	<ul style="list-style-type: none"> • Communication • Creativity • Accuracy • Teamwork
Key Core Organisational Competencies	
<ul style="list-style-type: none"> • Composure - <i>Maintains effective performance under pressure, presents a positive disposition and maintains constructive interpersonal relationships - including receiving constructive feedback regarding outcome.</i> 	
<ul style="list-style-type: none"> • Decision Making - <i>Identifies issues, problems, opportunities and determines that action is needed and involves other as needed to ensure quality and commitment of decision.</i> 	
<ul style="list-style-type: none"> • Initiating Action - <i>Looks for and takes advantage of opportunities to act beyond what is required and suggest methods and procedures to improve department operation.</i> 	
<ul style="list-style-type: none"> • Interpersonal Communication – <i>Cultivates productive and collaborative working relationships and outcomes through open and inclusive planning, continuous information sharing and transparent work practices.</i> 	
<ul style="list-style-type: none"> • Job Knowledge/Functional and Technical Skills - <i>Applies knowledge and skills to meet requirements.</i> 	
<ul style="list-style-type: none"> • Quality of work - <i>Accurately and carefully follows process and procedures for completing work, ensuring a high quality output of work.</i> 	
<ul style="list-style-type: none"> • Service Orientation - <i>Actively seeks information to understand customers' circumstances, i.e. needs/expectations and responds quickly to meet customers' needs and resolve problems.</i> 	