



Junior Social Media & Corporate Communications Officer

Assist Stream

Position Description

About the LGAQ

The [Local Government Association of Queensland \(LGAQ\)](#) is the peak body for local government in Queensland since 1896. We connect the state's 77 councils to the people and places that count, advocating for their interests at a state and federal level and supporting their drive to innovate and improve service delivery.

In brief

As Junior Social Media and Corporate Communications Officer in the Assist Stream you will ensure that LGAQ's communications to members, stakeholders and the public are effective, targeted and credible, across digital and social media.

Assist is the first point of contact for LGAQ members and will provide expertise, advice and assistance for our customers. The interaction with our customers is to be positive, optimistic and the information provided will have the best interest for local government.

We want our customers to be left feeling the "wow" factor with the level of customer service and expertise provided. Assist stream members will endeavour to go the extra mile to achieve this level of customer service consistently across all local government members at the highest quality.

Assist stream will engender a team culture and will facilitate a shared responsibility for achieving the vision of excellence in customer service for LGAQ.

Members of the Assist stream will be intrinsically motivated to provide excellent customer service and demonstrate a desire to provide immediate help to members.

Key responsibilities

1. Create engaging social media content and post relevant content for the Association, its subsidiaries and projects.
 2. Encourage and support the social media activities of our members and customers, including project managing social service offerings for individual Queensland councils.
 3. Monitor social media through use of Social Studio, a social media management platform as well as produce detailed reporting for internal stakeholders.
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4. Develop, schedule and participate in organic and paid social media campaigns.
5. Support the creation of digital media collateral, including audio, video and image based content for dissemination across social networks.
6. Undertake other communications activities as agreed with the Communications Manager.

Corporate responsibilities

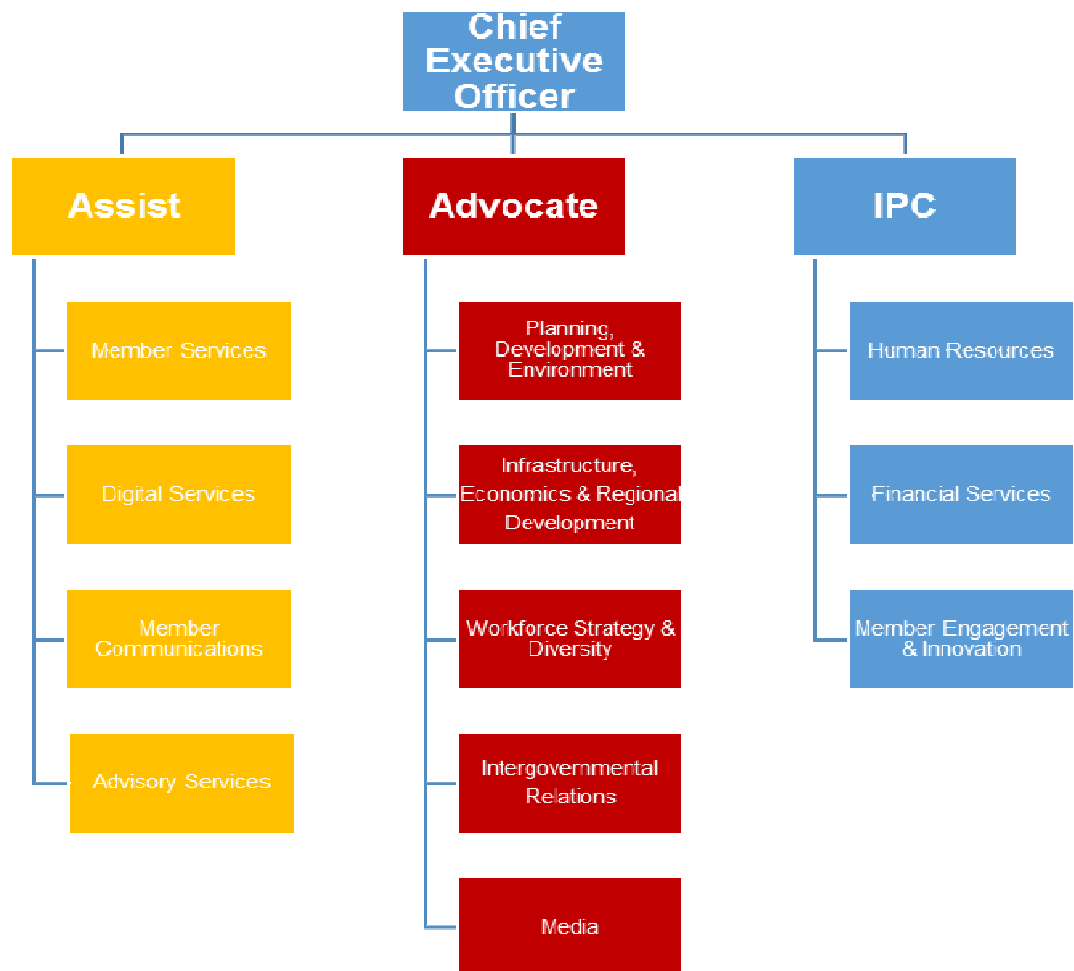
1. Work within our Operating Model (training provided).
2. Follow and be aware of Association HR Policies and Procedures.
3. Knowledge transfer of project information to other staff as required.
4. Adhere to all applicable finance policies and procedures and act within this framework.
5. Be responsible for personal development and participate in Association training as required.
6. Be aware of LGAQ's StaySafe WH&S system and operate within its guidelines.

Skills and competencies

- A willingness to learn and work within our operating model.
 - A collegiate approach to working with colleagues and a passion for working with people.
 - Tertiary qualifications in Communications, Marketing, Journalism or other related discipline will be looked upon favourably.
 - Sound understanding of social media management platforms like Hootsuite (or similar), as well as familiarity with Facebook Business Manager, Power Editor and Twitter and LinkedIn advertising platforms.
 - Knowledge of Social Studio would be an advantage.
 - Experience creating social media content across a range of platforms and a flair for creating engaging content.
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Our structure

The LGAQ has a unique operating model designed to maximize our engagement with member councils. Our staff are allocated to three customer service streams. The Assist and Advocate streams work directly with councils and other stakeholders while the Internal Performance Centre (IPC) provides back office and organizational support. All LGAQ staff share a passion for working with our members and stakeholders, effective collaboration and getting results.



What we offer you!

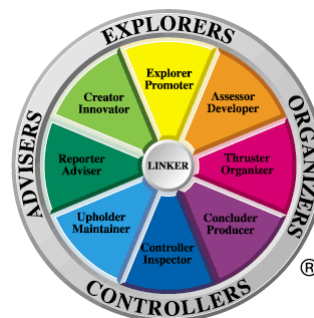
- A competitive salary of up to \$55,000 base plus super.
- Fantastic working environment with 92% staff satisfaction.
- We are an Equal Opportunity Employer and promote a Work/Life Balance approach.
- Recognition of Long Service Leave from public sector and associated industries (conditions apply).
- Four weeks annual leave.
- 10 days sick/family leave.
- Superannuation Choice with an additional 3% employer contribution (total 12.5%) when you contribute 6% or more (salary sacrifice options are available). Our default fund is the Local Government Superannuation Scheme.
- Financial support for tertiary studies, training and professional development courses within budget restraints.
- Employment is by contract and initial appointment will be subject to a six month probationary period and ongoing consultancy work.
- Located at Local Government House, 25 Evelyn Street, Newstead, we are a short walk to public transport (bus, train and Citycat), Gas Works shops and a wide variety of cafes and restaurants.

Our Values



Accountable. Trusted. Empowered.

WE OWN OUR ACTIONS WE DO WHAT'S RIGHT WE TAKE THE LEAD



We Support
Australian Defence
Force Reserves

Healthier. Happier.
Workplace **Gold**