

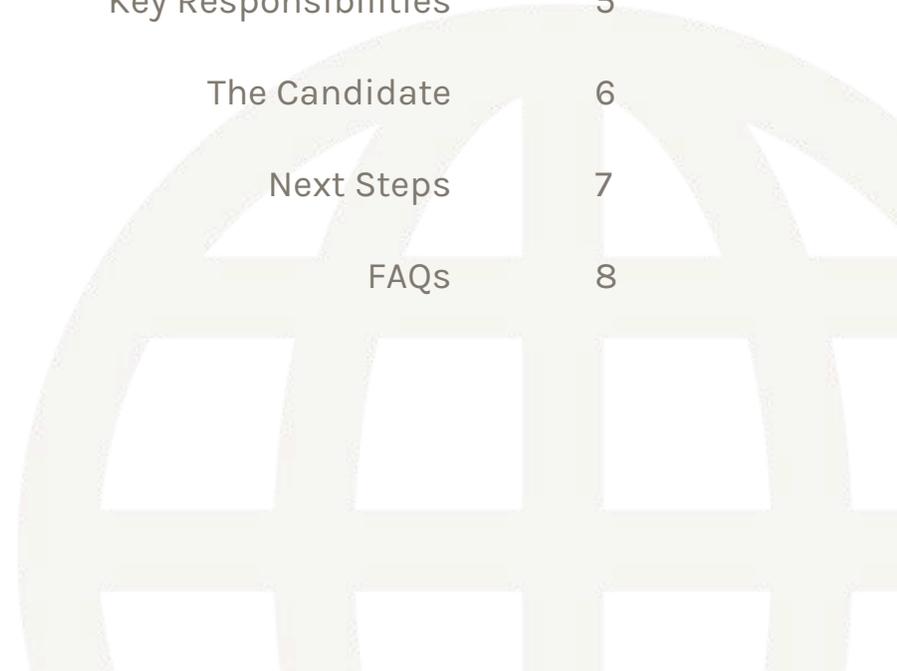


**CANDIDATE INFORMATION PACK**  
**Events and Member Engagement Officer**  
The Australian Council of Social Service  
(ACOSS)



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# Role Summary

**Organisation:**

The Australian Council of Social Service (ACOSS)

**Job Title:**

Events and Member Engagement Officer

**Reports to:**

Director of Engagement & Communications

**Direct Reports:**

NIL

**Location:**

Strawberry Hills, Sydney

**Job Type:**

Full-time permanent role

**Expected Salary:**

Compensation will be offered in line with the successful candidate's experience and is set to be between \$102,236.84 - \$110,097.90 plus superannuation and packaging

[The full position description can be found here.](#)

# Background Information

The Australian Council of Social Service (ACOSS) is the peak national body for community and social services and a leading advocate for people affected by poverty and inequality. With an extensive network of member organisations and community sector partners across metro, regional and remote Australia, ACOSS is a powerful voice for change.

Through policy and research, public advocacy and campaigning, ACOSS and its members work closely with government, the media and key stakeholders to tackle poverty and inequalities and support people directly affected to be at the centre of policy debates.

## Key Policy Areas

ACOSS' policy agenda focuses on the needs of low income and disadvantaged Australians with the core aims of reducing poverty and increasing social inclusion and participation.

ACOSS' work is focused on the following priority areas.

Quality community services	Climate and Energy	Tax and Economics	Employment and Mutual Obligations
Income Support and Social Security	Quality health services	Secure, Affordable Housing	Other Issues



Find out more about ACOSS [on their website](#).  
Access the [ACOSS Governance Documents](#) here.

# Key Responsibilities

Reporting to Director of Communications and Engagement, you will take end-to-end responsibility for all ACOSS events and play a key role in supporting strong member engagement.

This is a hands-on role within a small team where you will be responsible for a variety of functions which include:

- Coordinating and managing the ACOSS events calendar
- Planning and delivery of member and national events
- Member communications; newsletters, event promotions, social media content, and engagement activities
- Providing technical and speaker support during events to ensure smooth delivery
- Maintaining CRM and event platforms to manage event registrations and member data
- Collaboration with internal teams and external partners



# The Candidate

This role will suit candidates who have experience in event coordination or project management, and the ability to write engaging content. Importantly you care about social impact and are motivated to engage with a national network of members working to reduce poverty and inequality.

You thrive and can work autonomously in a dynamic environment with concurrent projects, and you remain calm in high pressure situations. Your ability and willingness to work collaboratively within a small cohesive team, multitask, and apply a process driven, accurate and organised approach will be key to your success.

Additionally you bring:

- Highly developed ability to plan, organise and manage competing priorities
- Excellent communication and copywriting skills
- ICT capability and experience with CRM or event platforms e.g. Humantix, Eventbrite
- Strong interpersonal and stakeholder engagement skills

Candidates with an understanding of the community sector or ACOSS's mission, and/or lived experience of poverty or inequality are strongly encouraged to apply.

ACOSS actively encourages applicants from diverse backgrounds, including First Nations people, culturally and linguistically diverse people, people with disability and people with lived experience of poverty and inequality.

[To apply please follow this link.](#)

# Next Steps

## Your Application:

- Please [read the complete position description](#) and [follow this link to apply online](#).
- As we have a rolling model of recruitment there is no closing date for this role, and we recommend you apply as soon as possible.
- With your application, please include your CV and a cover letter that addresses the skills required section of the advertisement.
- Receipt of your application will be acknowledged and you will receive updates as you move through the process, including if you have been selected for interview.



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Events and Member Engagement Officer

# FAQs

### **What is the close date for applications?**

As we have a rolling model of recruitment, we assess applications as they are submitted; this means that we do not recruit to closing dates and recommend you apply to the opportunity as soon as you can to ensure you don't miss out. [Please use this link to apply.](#)

### **Is my background suitable for the role?**

Our clients brief us extensively on their roles; when writing the advertisements, we take great care in outlining the brief and gaining our client's approval before publishing. When considering your experience and suitability for a role, we encourage you to have a close look at the "Key Responsibilities" page; if you identify with what's outlined, please submit your application.

We recommend thoroughly reading the "Candidate" page of this document when writing your 1-2 page cover letter, as we have included the key essential competencies of a successful candidate there.

Once candidates are shortlisted, the client or role may require a more detailed response to the selection criteria within the job description; we find this saves you time on the application process.

### **Can you tell me more about what the client is looking for?**

The best way to self-assess your suitability for the role is to [read through the full position description](#), the "Key Responsibilities" and the "Role" sections of this document.

We have in-depth discussions with any applicants we call for an interview with us and provide you with a full brief before any interviews you may have with our client.

### **Can you consider someone part-time?**

No. This is a full-time role.

### **Can you tell me more about the client?**

To get to know the client a bit better, we encourage you to [visit the ACOSS website](#) and [explore their LinkedIn page](#).

### **When is the start date?**

Recruitment has commenced for this role, which means our client is ready to select the right person; this should happen within the coming weeks as we move through the process. Clients prefer that the successful candidate starts as soon as they have worked out their notice period, however the start date is usually able to be negotiated.

### **Location/can you consider a remote worker?**

This role is based in Strawberry Hills, Sydney, NSW, with hybrid arrangements available. Remote applicants are not considered.

### **Salary guide**

Compensation will be offered in line with the successful candidate's experience and is set to be between \$102,236.84 - \$110,097.90 plus superannuation and packaging.

### **What are the key objectives for the board/future direction of the organisation / key challenges in the role / is it a newly created role / why is the position available etc.**

We will answer these sorts of questions as part of the discussion we have with the identified candidates of interest; however, we use the advertisement's tone to indicate if the client has a growth agenda or is looking for someone to bed down current programs. If it is a newly created role, we will state this within the advertisement or position description. Any research you may have done through the suggested channels above will also give you insight into the intentions for a role within their organisation.