

Accounts & Communications Officer

Position Purpose

The Accounts & Communications Officer provides essential support across finance, marketing, communications and general administration for the New England Community College. This position ensures smooth and compliant financial operations, effective communication with students and the community, and professional administrative support across all campuses.

A key component of the role includes a dedicated half-day each Monday afternoon supporting the Guyra Gazette with production, administration and content coordination.

Key Responsibilities

1. Accounts Administration

- Process accounts payable and receivable, including issuing invoices, receipting payments and managing records.
- Complete weekly and monthly bank reconciliations using Reckon.
- Maintain accurate, audit-ready financial records.
- Assist with budget tracking, financial reporting and preparation for compliance or audit activities.
- Liaise with staff, students and suppliers regarding accounts-related queries.
- Support the Executive Officer with financial administration and reporting obligations.
- Monitor outstanding accounts and follow up overdue invoices.
- Assist with financial reporting and grant acquittal support.

2. Communications & Marketing

- Manage social media platforms to promote College programs, events and community engagement activities.
- Develop high-quality digital content, including posts, graphics, stories, short videos and promotional material.
- Coordinate publicity across local media channels, community groups and online forums.
- Maintain and update website content to ensure accuracy and brand consistency.
- Lead the design, layout and production of the Semester Course Guide Booklet.
- Create flyers, posters, advertisements and other promotional resources for College programs.
- Support outreach and promotional campaigns targeting LSE, CALD, seniors and the wider regional community.
- Manage a content calendar for social media and marketing activities.
- Prepare and distribute newsletters and email marketing (if relevant).
- Track and report basic analytics on marketing performance.

3. General Administration

- Provide professional administrative support across all campuses and programs.
- Respond to student and community enquiries via phone, email and in-person interaction.
- Assist with enrolments, class scheduling, room bookings and student data entry.
- Prepare documents, correspondence, meeting papers and reports.
- Maintain office supplies, filing systems and administrative workflows.
- Support trainers with paperwork, documentation and course administration.
- Assist with enrolment audits and compliance documentation, ensuring accuracy.
- Support filing, archiving and document control responsibilities.
- Track and order stationery and office supplies for all campuses.
- Assist with room set-ups, student packs, sign-in sheets and course materials.
- Promote and support community events, workshops or outreach days.

4. Guyra Gazette (½ Day Monday)

- Assist with weekly production tasks, including layout support, administration and proofreading.
- Liaise with advertisers, contributors and community groups regarding content.
- Assist with invoicing, data entry and communications for Gazette clients.
- Ensure editorial timelines and production deadlines are met.

Role Relationships

Internal

- **Executive Officer** – reporting, guidance, financial and communications oversight.
- **Administration Team** – collaboration on enrolments, customer service and daily operations.
- **Trainers/Tutors** – support with documentation, marketing and course administration.
- **Outreach & Engagement Staff** – coordination of promotions and community engagement.
- **Guyra Gazette Team** – weekly production, advertising and content coordination.

External

- **Students and Community Members** – enquiries, enrolments and communication.
- **Local Organisations and Partners** – promotion and community engagement.
- **Suppliers and Service Providers** – accounts, purchasing and invoicing.
- **Media and Advertising Contacts** – publicity and promotional material.
- **Businesses/Advertisers (Gazette)** – advertising schedules and communications.

Selection Criteria

Essential

- Experience in accounts administration, including invoicing and bank reconciliations.
- Proficiency in Reckon or similar accounting software.
- Strong written and verbal communication skills.
- Experience managing social media and digital communications.
- Competence in graphic design and marketing tools.
- Excellent administrative, organisational and time-management skills.
- High level of accuracy and attention to detail.
- Ability to work independently and within a small team.
- Current Working with Children Check (or willingness to obtain).
- Current driver licence and access to own vehicle.

Desirable

- Experience in community organisations or RTO environments.
- Knowledge of local regional communities and media networks.
- Experience with website content management systems.
- Experience with newsletters or publications.
- Practical skills with design software such as Canva, Adobe InDesign or Illustrator.

Key Performance Indicators (KPIs)

(for 0.6 PTE / 22.5 hours per week)

Responsibility Area	Key Performance Indicators	Weighting
1. Accounts Administration	<ul style="list-style-type: none"> • AP/AR processed accurately and on time. • Monthly bank reconciliations completed by deadlines. • Audit-ready financial records maintained. • Supplier documentation filed correctly • Overdue invoices followed up within 7 days. 	30%
2. Financial Reporting & Grant Support	<ul style="list-style-type: none"> • Accurate data provided for reporting and acquittals. • Weekly/fortnightly updates to EO as required. • Issues or variances communicated promptly. 	10%
3. Communications & Marketing	<ul style="list-style-type: none"> • Regular, high-quality social media content posted. • Engagement metrics show steady growth. • Website kept up-to-date. • Promotional activities completed on schedule • Semester Course Guide delivered on time. 	25%
4. Digital Design & Publications	<ul style="list-style-type: none"> • Flyers, posters and promotional assets delivered on time. • Materials follow branding guidelines. • Positive feedback received from internal teams and community. 	10%
5. General Administration	<ul style="list-style-type: none"> • Enquiries responded to within 3 business days. • Accurate enrolments and attendance data entered. • Filing and SMS records maintained to a high standard. • Trainer paperwork supported and processed promptly. 	15%
6. Guyra Gazette Support (½ day weekly)	<ul style="list-style-type: none"> • Weekly production tasks completed by deadline. • Advertisers and contributors communicated with clearly. • Advertising content prepared without delays. • Minimal rework due to errors. 	5%
7. Teamwork & Collaboration	<ul style="list-style-type: none"> • Positive and proactive communication within the team. • Supports workflow across campuses as required. • Demonstrates initiative and contributes to team culture. 	3%
8. Compliance & Professional Standards	<ul style="list-style-type: none"> • Adherence to policies, confidentiality and WHS. • Accurate and compliant recordkeeping. • Completion of required PD and training. 	2%

Conditions and Compliance

- Employment conditions are per the Educational Services (Post-Secondary Education) Award.
- Employment is permanent part-time (0.6 PTE / 22.5 hours per week).
- A probation period of 3 months applies.
- Occasional after-hours or weekend work may be required during peak periods.
- Travel between campuses may be required; driver licence and reliable vehicle essential.