



Community Bridging Services (CBS) Inc.

IT and Communications Position Description (PD10)

REPORTS TO: **Executive Manager Corporate Services and Projects**

AWARD: Labour Market Assistance Industry Award 2010

CLASSIFICATION: Training and placement co-ordinator Pay Point 3

DIVISION: Corporate Services

OVERVIEW

Community Bridging Services (CBS) Inc. is a community based not for profit organisation. Through facilitation and encouragement, CBS Inc. supports people with a disability/disadvantage to develop and enhance their independence, employment/recreation/life skills. Support includes advocating for a rightful place in the community.

CBS Inc. is funded by the Commonwealth Department of Social Services (DSS) for Disability Employment Services (DES). These are collectively known as the Jobnet Employment Program (JEP) with the scope varying across regions (ESAs).

CBS Inc. is funded by Australian/ State Government including Department for Communities & Social Inclusion (DCSI) and the National Disability Insurance Scheme (NDIS) for Choices ® CBS Inc. Programs and Beyond. Making it Happen!

Reporting Structure

The IT and Communications Officer (ITC Officer) is a member of the Corporate Services Team and reports to the Executive Manager Corporate Services and Projects.

AUTHORITY TO ACT

Staff will support and operate within:

- CBS Inc. Culture and Values
- CBS Inc. policies and procedures, guidelines and Codes of Conduct, confidentiality
- defined limits of delegated authority and budget restraints
- Disability Services, WHS, Equal Opportunity, Disability Discrimination, Privacy ACTS and other relevant legislation, regulations and by-laws
- contractual and standards requirements
- Quality Management System
- duty of care requirements and responsibilities.

Continuous Improvement

- Compulsory attendance to bi-monthly Staff Meetings for all full time staff (Regional staff exempt).
- Attend and contribute at site / area meetings as scheduled.
- Identify Opportunities for Improvement (OFI) and report recommendations in a timely manner that results in improvements to the CBS Inc. Quality Management System.
- Support development and review of all Operating Procedures and documentation to ensure compliance with current contractual obligations, standards and CBS Inc. guidelines.
- Participate in special projects to eliminate administration burdens and develop systems to identify training requirements.
- Participate and actively contribute to internal / external audits and development activities.

Qualifications and Experience

Essential

- Department of Human Services (DHS) Disability Services Employment Screening Clearance.
- Department of Human Services (DHS) Child-related Employment Screening Clearance (before 1 July 2019)/ Working with Children Check (from 1 July 2019).
- Valid Working Visa (If applicable).
- Maintain valid Drivers Licence.
- Sound IT skills including previous IT experience (minimum 2 years).
- To maintain strict confidentiality in personnel matters.
- Demonstrated capacity to work with minimal supervision and be motivated while working effectively as a member of a team.
- Demonstrated strong verbal and written communication skills.
- Ability to write engaging content appropriate for social media platforms and audience while maintaining a unified brand voice.
- Ability to relate to staff with differing levels of IT capabilities
- Understand and manage CBS Inc. IT systems including CPanel and Cloud based systems.

Desirable

- Experience in IT and Communications, managing websites and social media accounts.
- Experience in the not-for-profit sector or disability sector.
- Experience with the Adobe Suite will be advantageous.
- Demonstrated ability creating and editing video and images.

Other Conditions

- Complete internal compulsory 'Knowing CBS Inc.' Program.
- Must be prepared to relocate within the service should the need arise.
- Some intrastate and interstate travel may be required.
- Some out of hours work may be required.

Personal Development

- Participate and actively contribute to CBS Inc. development activities.
- Achieve goals for your personal Action Plan associated with the CBS Inc. Staff Evaluation process.
- Participate in networking opportunities that increase personal knowledge.

Personal Abilities / Skills / Knowledge required

- Understanding and commitment to the welfare, rights and personal development of people with a disability.
- Highly developed communication skills with colleagues.
- Ability to model the values and attitudes consistent with CBS Inc. philosophy.
- Ability to demonstrate and maintain high levels of professionalism, integrity and ethics.
- Reliable and punctual.
- Self-motivated, innovative and positive.
- High level of interpersonal skills and conflict resolution.
- Ability to develop extensive personal and professional networks.
- Skills in research, checking and monitoring.
- Effective report writing.
- Excellent organisational and time management skills.
- Good written and verbal communication skills.
- Attention to detail and high level of accuracy.
- Able to work under pressure and within tight deadlines.
- Flexible in seeking change and efficiencies.

DUTIES**Areas of responsibility**

The ITC Officer is responsible for maintaining Information Security Management Systems across CBS Inc. in accordance with relevant funding bodies, legislation and standards with a focus on continuous improvement. The ITC Officer is also responsible for all CBS Inc. digital marketing, general IT support, website development and communications.

Information Technology

- First tier technical support for all staff including lodging tickets through CBS Inc. third party IT provider, resetting passwords, creating new users, changing user access as per the CBS Inc. Access and IT Requisition Form.
- Responsible for ensuring CBS Inc. IT processes are compliant and in line with relevant funding bodies, guidelines, legislation and ISO 27001 certification.
- Sourcing quotes for IT infrastructure upgrades/ replacement.
- Researching relevant IT programs for CBS Inc. to ensure they meet the Australian Cyber Security Centre (ACSC) and funding body guidelines.
- Managing Adobe and Microsoft licences and others as required.
- Responsible for managing IT asset management including logging IT assets through HR software platform, Employment Hero.
- Monitoring Microsoft service updates and communicating to all staff any changes or updates that may affect CBS Inc.
- Point of contact for all staff regarding IT issues, including liaising with CBS Inc. third party IT provider as required.
- Educating all staff around IT issues, IT processes and CBS Inc., IT procedures.
- Present suggestions for improvement and future proofing for CBS Inc. IT infrastructure to the Executive Manager Corporate Services and Projects.
- Liaising with Service and Maintenance provider for IT repair.
- Point of contact and member of the Incident Response Team (IRT) to assist with managing any security breaches or incidents to the CBS Inc. Information Security Management System (ISMS).
- Assist with drafting of IT policies and procedures for all staff.
- Responsible for CBS Inc. website development and management including updating of plugins and maintaining security.
- Assisting with CBS Inc. HR induction process including IT component.
- Participate in special projects to eliminate / simplify administration burdens and develop systems to identify training requirements.
- Other duties as required.

Communications

- Responsible for managing CBS Inc. social media platforms including Facebook, Instagram, and LinkedIn.
- Responsible for developing, curating and scheduling engaging content on all platforms.
- Creating campaigns in Facebook Ads Manager.
- Creating graphics/ collateral for CBS Inc. promotional purposes.
- Developing innovative marketing ideas to promote CBS Inc.
- Collating, publishing and distributing the CBS Inc. quarterly newsletter.
- Assisting with the development of the CBS Inc. Annual report and other marketing material as required.
- Responsible for managing the CBS Inc. marketing collateral including organisational consistency and distribution.
- Working in conjunction with the CBS Inc. HR team to ensure the careers page on the CBS Inc. website is maintained.
- Managing relationships with external marketing and advertising stakeholders.

- Managing all online and hard copy communications with stakeholders including clients, members of the public, CBS Inc. staff and employers.
- Working as part of a team to create engaging CBS Inc. events.
- Other duties as required.

Staff Name

Signature

Date

CBS Inc. Representative Name

Signature

Date