Position Description: Communication & Publications Officer

Position Details	
Position	Communication & Publications Officer
Team	Corporate Affairs
Reports to	Communications Manager
Direct reports	nil

Position Summary
The Communication & Publications Officer is responsible for producing high-quality written content, managing publication workflows, and supporting communication activities that promote the organisation's mission, programs, and key messages. The role contributes to both internal and external communications and ensures consistency of tone, branding, and accuracy across all materials. The Communication & Publications Officer gathers, creates, and distributes content across digital platforms. Success in this role requires strong organisational skills, attention to detail, collaboration, and a proactive approach. Key strengths include creative writing, digital content management, and adaptability to new systems.

Relationships	
Key internal relationships	Corporate Affairs Deputy Director, Communications Manager, ISQ Events team and other managers and staff
Key external relationships	ISQ Members and education stakeholders

Responsibilities

The position is responsible for, but not limited to:

- Working with ISQ's internal graphic designer to produce and update key internal and member facing documents and publications, including the ISQ website, annual report, research papers, and other corporate communications materials.
- Work alongside the Communications Manager to implement ISQ's social media strategy, including producing and coordinating content for ISQ's social media channels, ensuring content is audience focused and drives engagement. This ideally includes the production of short form video for social media when necessary.
- Collate, layout and distribute approved content through ISQ's electronic Direct Mail (eDM) system.

- Basic desktop publishing including layout and formatting of documents and collateral including handbooks, workbooks and programs using Microsoft Word.
- Maintaining ISQ's various email distribution lists
- Managing and updating ISQ's Member Hub, working closely with internal stakeholders to ensure content is current and relevant for members.
- Developing, initiating, implementing and maintaining effective administrative procedures and systems that adhere to organisational requirements and meet deadlines in a timely manner.

Requirements

Knowledge and experience	This role would suit something with 3+ years of experience in a communications or publications role. The ideal candidate will possess the following attributes: • Understanding of digital communication channels and content management systems • Experience in using a Customer Relationship Management (CRM) software (ideally experience with Microsoft Dynamics) • Microsoft 365 experience (SharePoint and Microsoft Teams) • Solid understanding of social media content production and current best practice • Basic social media video production and photography skills • Ability to manage multiple deadlines and coordinate workflows • High attention to detail and strong organisational skills • Experience with design software including Adobe InDesign or Canva is an advantage.
Qualifications and licenses	This role would suit someone with a tertiary qualification in Marketing, Communications or a similar field.
Skills and attributes	• Excellent written and verbal communication skills • Strong editing, proofing, and publication production capabilities • Excellent organisational and time management skills and the ability to prioritise different responsibilities • A pro-active approach to identifying and completing tasks • A strong attention to detail and accuracy • A positive and professional work ethic • The ability to liaise with members, internal staff and other key stakeholders

	• Having a hands-on attitude to assist operational activities across the organisation when required.
Desired Skills	• Experience in working with Power BI • Experience in working with Moodle • Graphic design experience, ideally Adobe InDesign, Photoshop and Canva • Photography and/or video editing experience.

APPROVED BY: CEO

DATE: