



COMMUNICATIONS & OPERATIONS LEAD POSITION DESCRIPTION

Responsible to: CEO, SECNA
Responsible for: Volunteers
Location: Preferably South Eveleigh (Sydney NSW), but remote will be considered
Status: May 2024 - April 2025 (with the possibility of extension)
Capacity Req: 20-24 hours per week
Salary: \$75-90k FTE + superannuation (depending on experience)

About the Social Enterprise Council NSW/ACT (SECNA)

We represent the interests of social enterprises and entrepreneurs in NSW and ACT.

[SECNA](#) is a sector-led peak body that exists to:

1. Engage and connect the social enterprise sector in NSW and the ACT
2. Secure investment and policy change for the sector
3. Be an organisation that can sustain and grow our impact.

About the role

SECNA is a lean member organisation with a volunteer board of directors and a part-time CEO. The purpose of the Communications & Operations Lead role is to help grow our organisation and the social enterprise sector. The role is responsible for ensuring we are getting key messages to members and other stakeholders in the right way, coordinating the social enterprise hub in South Eveleigh and coordinating the day-to-day operations of SECNA.

The role requires a hands-on and quick-thinking person who can work autonomously, flexibly and is accustomed to working in a distributed team in a start-up, non-profit or volunteer-based setting. Understanding of the social enterprise sector is highly desired.

Key responsibilities

1. Coordinate communications and administration
 - a. Oversee day to day operations of SECNA
 - b. Communicate to members and the wider sector via email, newsletters, website and social media, and be the main point of contact for general enquiries
 - c. Coordinate a calendar of social enterprise events (in collaboration with the CEO and Membership Lead), and attend and assist with hosting those events where possible
 - d. Liaise with stakeholders as needed, including current and potential members and partners

- e. Administer SECNA's finances using Xero
- f. Maintain up-to-date records including a membership database, and use this for communicating to appropriate groups and offering insights to management and board members as needed
- g. Distribute regular reports (management and board level)
2. Coordinate Social Enterprise Hub
 - a. Be the main point of contact at the Social Enterprise Hub in South Eveleigh
 - b. Promote, answer enquiries about, coordinate bookings for, and problem-solve tenancy issues at the Hub
 - c. Liaise with the head tenants as needed
3. Grow network membership
 - a. Establish, maintain and continuously improve systems and processes for managing SECNA as an organisation
 - b. Grow membership by working with broader stakeholders in the sector
 - c. Build relationships with new and existing members to ensure their voices are heard
4. Be a friendly and professional representative of SECNA in a variety of settings, to a range of potential and existing members, partners and other stakeholders
5. Stay up to date with social enterprise trends and identify opportunities for SECNA to add value to our members and the sector
6. Support the implementation of SECNA's strategic plan (see Attachment 2)

Selection criteria

Essential

- Highly organised and able to juggle competing priorities
- Great communications skills, both written and verbal, including reports, media releases and social media
- Excellent computer skills including emails, spreadsheets and social media
- Experience managing projects autonomously
- Highly flexible and adaptable
- Value-aligned (you care about people and the planet, and can see the value of social enterprise to achieve big goals)

Desirable

- Understanding of social enterprise
- Business operations experience in an Australian company or charity
- Experience coordinating groups of people (e.g. members or volunteers)

Apply

Please forward a copy of your CV and a brief Cover Letter outlining why you would be a great addition to our lean team and addressing the key selection criteria as soon as possible to: Kylie Flament, CEO, via kylie@secna.org.au

Applications will be reviewed as they are received and will close when a candidate is appointed. The recruitment process may include a phone call, interview, work sample and reference check.

Please see below for frequently asked questions. If you have other questions, please contact Kylie via email.

ATTACHMENT 1

FREQUENTLY ASKED QUESTIONS

Do I need to have run a social enterprise to apply for this role?

No, you don't. Knowing about social enterprise would be an asset but you don't have to have done it yourself.

Can I run my own social enterprise at the same time?

Yes you can. This is a part-time role and will be a busy one, but you're welcome to combine it with another role, including if you're running your own social enterprise. Good communication will be key to making it work.

Do I need to be based at South Eveleigh or can I work from home?

We have a coworking space in South Eveleigh that needs someone on the ground to keep things running smoothly, so in the short to medium term you need to be physically based in the office. We're open to changing this arrangement if/when there are good processes in place that don't require you to be on site.

What days do I need to work?

You choose. We would love someone to spread their part-time hours across five days a week, but we can be flexible. The other two staff (CEO and Membership Lead) work three days a week.

How big is the SECNA team?

There are three paid, part-time staff members (CEO Kylie Flament, Membership Lead Bec Humphris and this role, which is currently being done by Operations Lead Carmel Shaw who finishes up on 16 May), a Board of nine volunteer directors, and a few key volunteers. There are 352 members and counting.

How often will I see my manager?

Your manager is CEO Kylie Flament, who is based in Wollongong NSW and travels to Sydney and around NSW and ACT as needed. You'll meet online at least weekly, in person about once a month, and Kylie is accessible by phone and email all week.

What is the most challenging part of this role?

We have big ambitions and small resources, so balancing the wants and needs of SECNA and our members with what we can achieve sustainably is the biggest challenge. We refer back to our strategic plan to guide our priorities.

What are some of the perks of this role?

You'll be connected to hundreds of social enterprises across NSW and ACT, and be able to shape this role according to your skills and interests. Social enterprise is a fast growing sector gaining a lot of attention from big business and government, so there are significant opportunities ahead for anyone coming into this role.

ATTACHMENT 2
STRATEGIC PLAN FY24

See [Strategic Plan FY24](#) on our website