



Marketing AJ2028

Title:

Administration & Communications Co-ordinator

Reports to:

Director, Marketing and Communications (Michelle Strachan)

Direct Reports:

Nil (works collaboratively with all Marketing & Communications General Managers and teams)

Appointment Term:

November 2025 to February 2028

Measurement / KPIs:

Efficiency of communication triage, accuracy of document and task management, timeliness of responses, and overall coordination support across the Marketing and Communications portfolio

Position Type:

Voluntary

Scouts Victoria is a Child Safe organisation. We are inclusive of all, regardless of gender, sexuality, race, religion, or ability, and do not tolerate any form of harm, abuse, or neglect.

The Administration & Communications Coordinator provides essential coordination and administrative support to the AJ2028 Marketing and Communications team.

This role acts as the first point of contact for the AJ2028 Marketing & Communications inbox, ensuring enquiries are triaged efficiently and directed to the correct General Manager or team. The position also provides organisational and administrative support to the Director, Marketing and Communications, helping ensure smooth communication, record keeping, and reporting across the portfolio.

Primary Responsibilities

- Manage and monitor the AJ2028 Marketing & Communications inbox, triaging incoming enquiries to the correct General Manager or team.
- Ensure all external and internal enquiries receive timely, professional, and accurate responses.
- Maintain a tracking system for enquiries, responses, and follow-ups to ensure accountability and transparency.
- Support the Marketing Director with administration tasks as needed, including scheduling, document preparation, and coordination of meetings or workshops.
- Assist with compiling and formatting monthly progress reports from General Managers.
- Maintain a centralised filing and document management system for marketing resources, reports, and creative assets.
- Coordinate logistics for Marketing and Communications meetings, training sessions, and workshops.
- Support the preparation of presentations, agendas, and minutes for portfolio meetings.

- Assist with the distribution of marketing resources and promotional materials to teams and Branches.
- Manage contact lists, distribution groups, and stakeholder databases in collaboration with the Promotions and Digital teams.
- Ensure all communications and documentation comply with Scouts Victoria's brand and child safe standards.
- Provide general administrative support to Marketing and Communications projects and initiatives as required.
- Perform other coordination or support duties as needed to ensure the success of AJ2028's Marketing and Communications portfolio.

Attitude, Skills and Knowledge Required

Attitude

- Professional, organised, and proactive.
- Calm and adaptable in a fast-paced environment.
- Friendly and approachable with strong attention to detail.
- Collaborative team player who supports others.
- Committed to confidentiality and representing Scouting's values.

Skills

- Strong written and verbal communication.
- Excellent organisation and time management.
- Proficiency with Microsoft Office, Google Workspace, or similar tools.
- Ability to manage multiple priorities and follow up effectively.
- Attention to detail in document control, formatting, and reporting.
- Confidence in dealing with a range of stakeholders across portfolios.

Knowledge

- Understanding of Scouting's structure and culture (desirable).
- Awareness of marketing and communications workflows.
- Familiarity with Scouts Victoria brand and communication standards.
- Experience in administrative systems, record keeping, or project coordination.

Outcomes

Success in this role will be measured by efficient management of incoming communications, improved coordination across the Marketing and Communications team, and the timely completion of administrative tasks that support the delivery of AJ2028's marketing objectives.