



ROLE DESCRIPTION: Engagement Officer

The position description may vary throughout this period depending on stages of Circus Oz recovery in response to COVID-19.

Time commitment: Full time (9am – 5pm, Monday to Friday)
Role to begin: Ideally starting in August 2021 with an initial 12 month contract offered
Terms of employment as per National Employment Standards (NES)
Salary: \$55,000 to \$60,000 + super according to Victorian legislation (currently 10%)

ABOUT THE COMPANY

Circus Oz is embarking on its next exciting chapter. The pandemic has been the most dramatic of interruptions. It has flipped our long-standing company around. The Melbourne context has kept us suspended longer. But at Circus Oz we have embraced it as a rare gift to reflect. It has sparked us to question our direction. It has challenged us to explore what can circus uniquely contribute to our new world? Risk-taking, joy, innovation; the extraordinary out of the seemingly ordinary.

We are emerging from lockdowns with a refreshed vision. We are embracing our leadership role to be a focal point for circus arts in Australia. The second half of 2021 will see Circus Oz pilot this vision in a new program, *This is an Experiment*. Working with and supporting artists, the program will test the boundaries of making and sharing creative moments. More info on the program can be found at <https://experiment2021.circusoz.com.au/>

ABOUT YOU

This position is suited to a great communicator who is adaptable, organised and enjoys variation in their work. The Engagement Officer is an outward focused role and a first point of contact with many of our stakeholders; artists, audiences, investors and partners. That's why, we're looking for someone with strong interpersonal skills and administrative abilities. In short, we want someone who strives to make every interaction with Circus Oz a positive one.

A love of words and images is a must. You will be someone who can support the delivery of our marketing and communications plans so being able to tell our story with all our different audiences in mind is important.

Being part of a small team there is huge opportunities to grow and develop which is why we are looking for someone who is not afraid of a challenge, happy to learn along the way and receptive to feedback. You don't need to be a circus expert, but you do need to be excited by the thought of being part of a leading performing arts company.

OVERVIEW

The role requires a high level of adaptability, range of organisational skills and a willingness to learn along the way.

This position will support the marketing and communications activity of Circus Oz, which could range from drafting stories and sourcing content for the blog, putting together databases of contacts for targeted EDMs and fielding frontline enquiries to the relevant department as necessary. From time to

time the position will also support the administration and coordination of events that promote and foster connections with investors and partners.

Working from the welcome desk, the Engagement Officer has the ability to shape the experience each artist and visitor has at Circus Oz.

KEY RESPONSIBILITIES

Reporting to the Stakeholder Manager, this position is responsive to the needs of the company at any given time. Being a small team with significant outputs, the key responsibilities for the job are wide-ranging and may change over the term of the contract depending on the organisational strategy.

FRONT-LINE CONNECTIONS

- Field enquiries from stakeholders on email and social channels and escalate to the Stakeholder Manager as required
- Play a vibrant and knowledgeable role in welcoming and supporting artists and other visitors to our circus centre in Collingwood

STAKEHOLDER ADMINISTRATION

- Administration support for the Stakeholder team and Development activities, including but not limited to, creating and managing databases of contacts, setting up effective filing systems, etc.
- Small research projects including but not limited to, getting quotes from delivery contracts, competitor analysis, etc.

MARKETING AND COMMUNICATIONS

- Writing copy for online channels including the website, social media and EDMs
- Supporting the management of the website and social media channels including responding to messages and comments
- Brainstorming editorial ideas and generate content
- Monitor and evaluate the success, learnings and opportunities of proactive communications
- Take on the duties of the Stakeholder Manager as necessary

CHALLENGES

- Adaptable and flexible to changing priorities
- Ability to switch between admin and creative tasks
- Ability to work to deadlines and manage multiple competing priorities
- Undertaking direction with minimal autonomy to approve or progress communications
- Maintaining a calm focus when receiving unsolicited feedback
- Dealing with multiple stakeholders, given limited resources and tight deadlines, and balance competing demands and priorities
- Contributing to awareness of potential risks or contentious matters

KEY SELECTION CRITERIA

Qualifications:

- Intermediate or advanced skills with Office 365 applications
- First Aid certification, or willingness to undertake training
- Working with Children Check in Victoria, or willingness to obtain this
- Experience working with a Customer Relationship Management (CRM) software is an advantage
- Higher education qualification in marketing, communications, media, arts or equivalent work experience is desirable
-

Experience:

- Experience in a job that is externally facing and requires communicating is essential.
- Strong written and verbal communication skills
- Experience or demonstrated aptitude in a customer facing role

- Proven ability to think creatively and come up with ideas
- Proven ability to adapt and respond to changing inputs and environments, balancing the need for detail with the bigger picture and moving seamlessly between states

Desirable (not essential)

- Photography, videography and image editing skills (ie. Photoshop, InDesign, Illustrator and Final Cut)
-

Attributes

- Friendly, approachable and helpful to all stakeholders
- Proven to maintain resolve, invoke strength and recover quickly in times of adversity.
- An appetite for excellence
- Comfortable with change
- Enjoys a challenging and varied workday
- Passionate about the arts industry

HOW TO APPLY

Applicants must include, in one PDF document sent to jobs@circusoz.com.au:

- A short cover letter explaining why you'd like to work with Circus Oz. Highlight any skills or experience that you think make you the right fit for this role
- A CV that includes contact details for 2 current referees.

APPLICATIONS CLOSE: 5pm Wednesday 28 July 2021

Enquiries jobs@circusoz.com.au