



## UNITED SERVICES UNION POSITION DESCRIPTION

Position	Digital Engagement Support Officer
Reports to	Manager Administration & Finance
Division	Administration & Finance
Grade	Grade 1, Step 1 to Grade 1, Step 5
Date	June 2022

### ORGANISATION CONTEXT

The United Services Union represents local government, energy, airline, clerical and administrative employees throughout New South Wales, protecting and furthering their rights.

### PRIMARY PURPOSE

This position is accountable for providing operational and administrative support to the digital campaigns of the Union.

### DUTIES

- Contribute to the development of written and visual content.
- Assist in the implementation of online actions.
- Support officials to engage members and supporters in the online space.
- Contribute to the performance of the Union: leading by example, demonstrating professional conduct, making the best use of knowledge, experience and skills, and being accountable for the decisions made.
- Ensure a safe working environment by taking accountability for own actions and complying with the Union's WHS policies and procedures.

The jobholder is required to undertake any other duties, projects or tasks as directed by the General Secretary, which are within his/her skills, competence and training.

The jobholder is to comply with the Union's Rules, policies and procedures (as varied from time to time) and undertake training and development where it improves their capability and capacity to undertake the inherent requirements of the position to the standard required by the Union.

### ESSENTIAL CRITERIA

- Knowledge of process for developing and implementing digital engagement strategies.
- Knowledge of process for translating digital engagement data into practical action.
- Demonstrated ability to provide a high standard of customer service to internal customers.
- Demonstrated application of Microsoft Office suite, including SharePoint.
- Demonstrated ability to work within a team environment and to work unsupervised when required.

### DESIRABLE CRITERIA

- Knowledge of the Union and its political and social impacts.

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Name (please print)

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Signature

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Date

