



Communications Manager IFACCA

Position Description
December 2021

ABOUT US

The [International Federation of Arts Councils and Culture Agencies \(IFACCA\)](#) is the global network of arts councils, ministries of culture and government agencies that advance arts and culture, with member institutions representing over 70 countries. Our members operate in developed and developing countries across Africa, the Americas, Asia, Europe, the Middle East, and the Pacific. The IFACCA Secretariat oversees the Federation: it supports, connects and responds to the needs of members; creates opportunities for collaboration and exchange; and provides trusted leadership and intelligence on arts and culture in public life, for members as well as the wider international community.

OUR GUIDING PRINCIPLES

Collectively we are committed to international dialogue and exchange, undertaken in a spirit of solidarity, inclusion, reciprocity, and mutual learning. The Federation represents plural voices and perspectives, unified in the belief that arts and culture are a public good – with the potential to further inclusive social transformation – to be shaped and accessed equitably by all peoples. As an international Federation, we respect national governance and commit to the promotion of the diversity of cultural expressions.

VISION AND PURPOSE

Our shared vision is a world in which arts and culture thrive and are recognised by governments and peoples for their manifold contribution to society. The purpose of the Secretariat is to support and engage members; to forge platforms for collaboration and exchange; to be a trusted source of intelligence; and to lead global thought for arts and culture in public life.

THE MEMBERSHIP

Our membership comprises public institutions whose purpose is to advance the arts and culture, through investment, policy and promotion. We have two types of members: National Members and Affiliates. National Members are committed to the public support of arts and culture through investment, policy and promotion at a national level, with each country able to be represented by one National Member. Affiliates, too, are committed to the public support of arts and culture, but they include sister institutions to existing National Members, intergovernmental bodies, and government agencies that operate at subnational levels including state, regional, provincial, and local government.

THE IFACCA SECRETARIAT

The Secretariat comprises a small team of committed staff who apply their knowledge and expertise to execute the IFACCA strategy and meet its objectives, manage programmes and services, and ensure the smooth administration of the organisation. It maintains a comprehensive overview of the international arts and culture landscape and serves as the central hub for the Federation. It nurtures relationships with – and between – members and creates trusted, confidential and informal spaces for collegial exchange. It designs and delivers programmes and resources that respond to members' needs. And it provides members with trusted advisory services, informed by its unique bird's-eye perspective. In addition, the Secretariat maintains relationships with international experts; partners with key organisations to extend the influence of the Federation; and regularly participates in international forums to lead global thought on arts and culture, profile the role of public agencies, and raise awareness of concerns shared by members and the sectors they support. As an organisation, the Secretariat is lean, agile and non-bureaucratic.

ABOUT THE ROLE

Position: Communications Manager
Reports to: Executive Director (under the supervision of the Operations Manager)
Engagement: 1 February to 31 January 2023 (12-month initial contract)
Location: Surry Hills, NSW 2010 (with flexibility for working from home part-time)

Reporting to the Executive Director and under the supervision of the Operations Manager, the Communications Manager is responsible for:

- managing, updating, and monitoring digital content, including the IFACCA website, Member Hub platform, World Summit website and social media channels
- managing the delivery of IFACCA's communications including preparing materials across all media, liaising with IFACCA's members, partners, and wider network
- co-managing and redirecting communications from external sources to the IFACCA Secretariat via the organisation's central inboxes and phone line
- managing the image-base and video-base
- contributing to the implementation of the IT Strategy, including but not limited to the CRM, database and image-base, and sound record keeping
- contributing to the delivery of IFACCA projects, services and events as required and in accordance with the IFACCA Strategy 2021-2026 by supporting the Secretariat staff in communications deliverables.

The Communications Manager has the following key accountabilities:

1. COMMUNICATIONS

- monitor news and coverage of IFACCA Member institutions and their work
- monitor, search and select news on arts/cultural policy for publication on the IFACCA website and social media
- update and coordinate content on the Federation's website and social media channels; photo and video content; and other information management systems
- coordinate the compilation and distribution of e-newsletters, including ACORNS and the Members' Update
- coordinate communications received via shared mailboxes and phone lines
- coordinate translation of communications content, as required
- write, edit, and proofread reports and other corporate communications as required
- support the production of IFACCA reports, publications, and corporate materials, as required
- liaise with members of the IFACCA Board and Federation, strategic partners, suppliers, and other stakeholders on communications matters, as required
- liaise with media and cultural network newsletter editors, as required.

2. MANAGING THE DELIVERY OF COMMUNICATIONS RELATED TO PROJECTS, SERVICES AND EVENTS

Coordinate the delivery of communications – and where applicable project support – for IFACCA programmes including:

- international exchange activities (including World Summits, Regional Chapter initiatives, and theme-based programmes) which may include developing agenda papers, communications materials and other collateral; corresponding and liaising with members, event participants, co-hosts and supporters; and coordinating event logistics and databases
- Knowledge, Evidence and Insight activities and outputs (including Technical Working Groups and the Member Hub) which may include disseminating surveys; coordinating translation; proofing and updating published content; and coordinating event logistics and databases.

3. DATABASE, REPORTING AND ADMINISTRATIVE SUPPORT

- maintain CRM records related to communications with Members and key stakeholders
- maintain and monitor data on communications channels, subscriptions, and campaigns
- track, measure, analyse and deliver reports on current communication efforts
- update communications libraries in SharePoint (including image and design file libraries)
- undertake a range of administrative duties to support the Secretariat, as required, aligned to workload and capacity.

REQUIRED SKILLS, EXPERIENCE AND COMPETENCIES

ESSENTIAL SELECTION CRITERIA	
Education and employment	<ul style="list-style-type: none"> Graduate qualifications in a relevant field. A minimum of five years' professional experience in a similar role, in government or the creative and cultural sectors funded by government, ideally. You must be an Australian citizen or permanent resident, New Zealand citizen, or hold a valid visa with permission to work in Australia.
Communication and interpersonal skills	<ul style="list-style-type: none"> Outstanding communication skills to frame and translate content into clear and compelling narratives. Proven experience providing high-level communications direction, advice and planning. Excellent judgement and ability to quickly understand impacts, risks and opportunities. Highly developed communication, negotiation and analytical skills, with the ability to communicate effectively with a wide range of stakeholders and customers. High proficiency in English, with demonstrable experience in proofing and editing, with strong attention to detail. Capacity to effectively liaise with international government representatives and other stakeholders involved in cultural policy work and/or the creative and cultural sectors.
Technical skills	<ul style="list-style-type: none"> Demonstrated proficiency in the use of a wide range of IT programmes and applications, with particular knowledge of Office 365 (especially SharePoint), email marketing platforms, CRM (Salesforce) and website CMS
Project and time management	<ul style="list-style-type: none"> Demonstrated knowledge of project management and continuous quality improvement. Experience overseeing communications delivery plans and/or strategies. Working independently, while meeting deadlines and milestones.
Strategy	<ul style="list-style-type: none"> An understanding of IFACCA's Vision, Purpose, Guiding Principles and work. A good understanding of international current affairs and government policy and knowledge of reliable sources of information. Demonstrated commitment to diversity and the ability to work in diverse cultural contexts and according to protocols to ensure quality outcomes.
DESIRABLE SELECTION CRITERIA	
<ul style="list-style-type: none"> Post-graduate qualifications in a relevant field Skilled in Plain English writing Relevant knowledge of public policy related to arts and culture (in Australia and/or internationally) Proficiency in a language other than English (Spanish, French or Arabic desirable) Experience working with membership service delivery and related communications campaign Experience in html coding 	

WHAT WE OFFER

The role is full-time at 37.5 hours week and considers a remuneration package of between \$73,000 to \$78,000 (plus 10% superannuation contribution) in line with the skills and experience of the candidate.

Flexible working conditions may be considered, including the possibility of some work to be delivered from home. Once international travel restrictions ease, the Communications Manager may be expected to work in-country on international programmes and events delivered by the Secretariat, such as the General Assembly and World Summit on Arts and Culture to be delivered in Stockholm, Sweden in late May 2022.

HOW TO APPLY

To apply, please submit the following documents (as pdfs) to jobs@ifacca.org, with the subject line: *Communications Manager - [applicant's surname]*

- a covering letter (no more than two pages)
- a document addressing how you fulfill the selection criteria (no more than three pages)
- a curriculum vitae or resume (no more than three pages)
- names and contact details of two professional referees.

Applications should be addressed to Ms Magdalena Moreno Mujica, Executive Director, International Federation of Arts Councils and Culture Agencies.

DEADLINE FOR ALL SUBMISSIONS: **MONDAY 10 JANUARY AT 5.00PM AEST.**

If you would like further information or wish to organise a time to discuss the role, please email jobs@ifacca.org.

www.ifacca.org