



POSITION DESCRIPTION

Position Title:	Communications & Events Support Officer
Level:	NAATI Band 2
Work Unit:	Communications & Engagement
Reporting to:	Senior Brand and Communications Specialist
Location:	Melbourne
Classification:	Permanent, Full-time (0.8 FTE optional)

The Organisation:

NAATI is the registered business name of the National Accreditation Authority for Translators and Interpreters Ltd (ABN 42 008 596 996). Further details on the organisation and its business operations are available on the NAATI website at www.naati.com.au.

NAATI Values

NAATI's vision is for a connected community without language barriers, and our purpose is to credential practitioners who wish to work as translators and interpreters in Australia. We take our responsibilities seriously, and in doing so maximise people's ability to fully engage and participate in Australian society.

We are a values-based organisation. **Respect**, **Integrity** and **Professionalism** not only define who we are, it underpins everything we do.

Respect – We treat everyone with dignity and respect.

Integrity – We are honest and trustworthy and lead by example.

Professionalism – We strive for excellence in everything we do.

Primary Outcomes for the Position:

The Communications & Events Support Officer reports to the Senior Brand & Communications Specialist and provides administrative and coordination support to ensure the smooth delivery of communications and engagement activities. This role supports day-to-day operations across digital content, events, internal coordination, and team administration. The position plays an important role in enabling the communications team to deliver projects efficiently and maintain consistent, high-quality communications outputs.

Communications & Events Support Officer | July 2026

Key responsibilities:

1. Provide administrative and logistical support for communications activities, including event and webinar coordination, deliveries, supplier liaison, procurement processes, and logistical tracking.
2. Assist with development and implementation of an events plan to track organisation and timeframes, supporting the effectiveness of NAATI's event sponsorships and attendance.
3. Provide day-to-day digital communications support, including:
 - **Content & website support:** Assist with basic design, formatting, uploading and maintaining website content using approved templates and guidelines.
 - **Social media support:** Support scheduling and publishing of pre-approved social media content and assist in monitoring channels for enquiries requiring escalation.
 - **Email & newsletter support:** Assist with delivery of digital newsletters. This includes basic design and formatting using approved templates and guidelines, testing and distributing digital newsletters, and maintaining mailing lists.
 - **Digital asset management:** Maintain organised digital files, content libraries and media assets in line with naming and storage conventions.
 - **Online events & webinar support:** Provide administrative support for online events, including registrations, materials uploads and attendee lists.
 - **Quality assurance & maintenance:** Conduct routine checks of digital content, links and forms to ensure accuracy and functionality.
4. Coordinate approvals and internal stakeholder feedback for communications materials when requested.
5. Assist with maintaining communication calendars, distribution lists, and stakeholder databases.
6. Monitor shared inboxes and content requests, directing enquiries to the communications team.
7. Other tasks as required by the Senior Brand and Communications Specialist and Strategic Engagement Manager to support team priorities.

Essential:

1. Exceptional administrative, planning, organisational and information management skills with the ability to manage multiple tasks and meet deadlines.
2. Well-developed oral and written communication skills and interpersonal skills.
3. Ability to deliver high-quality individual work performance in a fluid team environment and be responsive to direction and changing priorities.
4. Interest and drive to learn new skills and how to effectively use new programs as required.
5. Ability to complete tasks independently with minimal supervision as required.
6. Friendly and service-driven attitude, with ability to build and maintain positive relationships with colleagues, clients and stakeholders.
7. Well-developed skills with Microsoft Office.

Desirable:

1. Tertiary qualifications or equivalent experience in a relevant area.
2. Experience supporting communications or marketing teams.
3. Knowledge of NAATI business context and objectives.
4. Familiarity with WordPress, SharePoint and Canva.
5. Ability to work with databases or CRMs.
6. Familiarity with the translating and interpreting sector.

Employment Conditions:

- Employment conditions are set out in NAATI's Enterprise Agreement 2024-2028

Approved by:

Mark Painting, CEO

Reviewed and updated July 2026