

FOODBANK VICTORIA POSITION DESCRIPTION



POSITION	Communications Coordinator		
DEPARTMENT	Fundraising & Marketing		
LOCATION	La Trobe Street		
REPORTS TO	Communications Manager		
DIRECT REPORTS	Nil		
KEY CONTACTS	All FBV Departments		
AWARD & CLASSIFICATION	SCHADS, Level 4		
DATE	June 2026	EXECUTIVE SIGNATURE	

ROLE PURPOSE

The Communications Coordinator is responsible for developing and producing engaging content and collateral and managing internal communications activities. This role also contributes to Foodbank Victoria's marketing activities.

MAJOR ACCOUNTABILITIES

#1: Communications

- Produce engaging written communications, digital and video content and collateral for a range of external and internal communications to support FBV's goals.
- Source stories and produce content for a variety of channels, including digital, social media and newsletters.
- Manage content on FBV's website.
- Coordinate and produce major reports including the FBV Annual Report and Hunger Report.
- Manage email communications.
- Draft media releases and briefing notes as required.
- Support media activities for FBV programs.
- Collaborate on social media activations and campaigns.
- Ensure all internal and external suppliers and stakeholders are aware of, and comply with, the FBV branding requirements.
- Ensure all communications follow approval processes and are brand compliant prior to dissemination.

#2: Internal Communications	
<ul style="list-style-type: none"> • Develop, maintain and execute a structured internal communications plan. • Coordinate and produce engaging internal content including newsletters, organisational announcements, intranet updates, and leadership communications. • Collaborate with internal stakeholders to support drafting and refining engaging internal communications that amplify Foodbank Victoria’s impact, initiatives, and storytelling. 	<ul style="list-style-type: none"> • Review and proofread internal communications to ensure consistency, clarity, and tone alignment with FBV brand. • Support initiatives that enhance employee engagement, connection, and communication across the organisation.
#3: FBV Media Centre	
<ul style="list-style-type: none"> • Coordinate FBV’s internal Media Centre to capture and distribute storytelling from all corners of the organisation. • Produce and edit written and video content within the Media Centre. 	<ul style="list-style-type: none"> • Liaise with all stakeholders to capture stories across the organisation. • Train and empower team members across departments to be “frontline reporters”. • Manage content rights of the digital Media Centre.
#4: Evaluation & Reporting	
<ul style="list-style-type: none"> • Support teams with evaluation and reporting on marketing and communications activities as required. • Analyse performance metrics for eDMs and other digital content and use insights to inform and improve future activities. 	<ul style="list-style-type: none"> • Monitor and evaluate the effectiveness of internal communications and identify opportunities for improvement.
#5: Workplace Health and Safety (WHS)	
<ul style="list-style-type: none"> • Comply with all company policies, procedures, and code of conduct. • Assist achieving our company vision through meeting our legal, moral, and ethical obligations. • Ensure WHS policies and processes are adopted across the organisation. • Encourage continuous improvement in WHS practices by recommending changes and 	<ul style="list-style-type: none"> • Maintain a safe work environment for yourself, team members, volunteers, visitors, contractors, and other external stakeholders at all times. • Lead by example and display an active commitment to company policy and WHS compliance. • Identify and report all incidents and safety hazards so that the

implementing agreed improvements.	appropriate review and corrective action can be taken.
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TECHNICAL KNOWLEDGE	PERSONAL ATTRIBUTES
<ul style="list-style-type: none"> • Minimum 4 years' experience in a similar role. • Tertiary qualification or equivalent experience in the marketing/communications field. • Hold and maintain a current driver's licence and be prepared to drive regionally. • Ability to obtain and maintain a valid Working with Children Check. • Willingness to undertake a criminal record check. • Ability and willingness to work outside normal office hours to support events/activities when required. • Demonstrated stakeholder management experience. • Photography and video editing skills highly regarded. • Experience using Salesforce, Marketing Cloud, WordPress, Canva, Adobe Creative Cloud and CapCut or similar video editing tools. 	<ul style="list-style-type: none"> • Excellent written and verbal communication skills. • Ability to work independently and in a team environment. • Research and analytical skills. • Well-developed organisational and time-management skills. • Excellent attention to detail. • Creative mindset. • Excellent interpersonal skills, with an ability to develop positive working relationships with suppliers and stakeholders both internal and external.

VALUES	FOUNDATION BEHAVIOURS
Empowerment	
	<ul style="list-style-type: none"> • We develop Team Members and each other. • We challenge the status quo. • We provide the opportunity for ourselves and others to experience the value of our work. • We recognise and celebrate our accomplishments. • I have input and ownership.
Accountability	
	<ul style="list-style-type: none"> • We encourage excellence. • We encourage continuous improvement & learning. • We ensure performance management consistency. • We accept mistakes and learn from them. • I am accountable for my own performance. • I am part of a team.
Respect	
	<ul style="list-style-type: none"> • We encourage open, constructive feedback. • We give credit where credit is due. • We are inclusive. • We take the time to listen to each other.

	<ul style="list-style-type: none"> • We affirm our people. • We allocate tasks that are fair and reasonable to achieve.
Integrity	
	<ul style="list-style-type: none"> • We explain our decisions. • We do what we say we will do. • We call out an issue when it is evident. • Equal contribution is rewarded equally. • I lead by example. • I am committed to do my best. • I am encouraged to stand up for my beliefs.
Equality	
	<ul style="list-style-type: none"> • We encourage people to be themselves. • We strive to foster a sense of belonging in our workplace. • We ensure all people we interact with feel welcome, and a part of our family. • We are inclusive with our agencies and partners. • We strive to provide equal opportunity for all - internally and externally. • We call out practices which exclude others.
Diversity	
	<ul style="list-style-type: none"> • We recognise and encourage diversity in our workplace, in our programs and in the food, we provide to our partners. • We embrace diversity in all our people, their experiences, and points of view. • We value all cultures, backgrounds and genders. • We strive to form a diverse atmosphere for all people to be safe and secure. • By celebrating diversity, we help all people to feel included, safe and secure. • We do not tolerate discrimination. • We recognise and respect differences.