

## JOY Media

Victorian Pride Centre Level 1, 79-81 Fitzroy St  
St Kilda, VIC 3182

**Phone** 03 9267 6000

**Social** @joy949

**Web** joy.org.au



**Position Description:** Administration and Campaigns Assistant

**Reports to:** Business Development & Partnerships Manager

**Status:** Fixed Term Part-Time Employee, 3 days per week (0.6 FTE)

**Location:** Level 1, Victorian Pride Centre, 79-81 Fitzroy Street, St Kilda, Vic, 3182

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## About JOY

JOY Media is Australia's LGBTIQ+ community media organisation, listed on the Australian Charities and Not-for-Profit Commission Register, dedicated to fostering a more inclusive society.

Our mission is to amplify diverse voices, reduce isolation and celebrate the rich culture and achievements of the rainbow community. We engage audiences through JOY 94.9 Radio (on FM, DAB+ and the JOY App), as well as our online livestreams and podcasts, accessible 24/7 at joy.org.au.

Our sustainability relies on income-generating services such as advertising and live broadcasting, along with grants, donations, memberships and philanthropic support.

Based in St Kilda, our small team of paid staff and dedicated volunteers collaborate to deliver engaging news, information, music and entertainment to our rainbow community and allies.

## Values

- **Joyous:** Celebrating diversity.
- **Inclusive:** Fostering a safe and welcoming environment for all.
- **Courageous:** Empowering change through storytelling and advocacy.

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## Role Overview

The Administration and Campaigns Assistant will work three days per week, supporting the Business Development and Partnerships delivery team at JOY.

This entry-level role focuses on providing essential administrative, client liaison, and campaign coordination support that is critical to the smooth execution of on-air and digital advertising campaigns.

While the role involves many routine administrative tasks, these are vital to ensuring campaigns run seamlessly, clients receive timely communication, and reporting and database management are accurate.

The assistant will gain valuable experience in community media and media sales, playing a key role in driving successful campaign outcomes.

## **Key Responsibilities**

- Coordinate administrative processes that support JOY's campaigns and sales operations, including preparing bookings, proposals, campaign plans, and confirmations.
- Communicate clearly and professionally with clients to support campaign delivery and resolve routine enquiries.
- Compile, analyse, and present campaign performance data through post-campaign reports, including air checks and confirmation of live campaigns.
- Prepare weekly reports on sponsorship airplay, notifying clients of any missed spots and assisting with rescheduling as needed.
- Maintain accurate client and campaign information within the Salesforce CRM.
- Assist in gathering and preparing data for marketing activities and new business prospecting.
- Prepare internal and external communications, ensuring clear, professional written correspondence.
- Provide general administrative support, including scheduling, filing, and coordinating campaign logistics.

## **Skills Required**

- Strong computer literacy, including proficiency in Microsoft Office, with a willingness to learn CRM and campaign management tools.
- Genuine interest in community media, media sales and supporting the LGBTQIA+ community.
- Some familiarity with CRM systems is preferred but not essential.
- Strong written and verbal communication skills.
- Ability to think critically and solve practical problems independently.
- Highly organised with the ability to prioritise and manage multiple tasks.
- Proactive and collaborative team player open to learning and contributing ideas for improved processes.

**Please note:** Successful applicants will need to undertake or hold a current police and Working with Children's Check. All JOY staff, volunteers and contractors are also required to maintain current JOY membership.

## **Additional Requirements**

- All position holders at JOY are required to perform their duties in accordance with JOY Melbourne's current policies and procedures and comply with relevant ACMA and CBAA guidelines.
- Ensure a commitment to maintaining a healthy, safe and environmentally responsible workplace.

## **Application Process**

If you are passionate about making a positive impact within the LGBTIQA+ community, we would love to hear from you!

All applications must include a CV and a cover letter addressing the key selection criteria, along with referees (who will not be contacted without your prior consent), to: [Jason.heath@joy.org.au](mailto:Jason.heath@joy.org.au)

**Applications close Monday 15 December 2025**

Only successful applicants will be contacted and invited to an interview.