

Scope of Work

OVERVIEW

This flexible opportunity is suited to a highly organised and proactive individual who enjoys working across multiple projects, managing communications, digital platforms, and stakeholder relationships.

Working alongside the Chamber's [operations team](#), the successful contractor will support the activities of the organisation while contributing to key areas including membership engagement, communications, events, and major initiatives. The work spans operations, digital coordination, communications, and stakeholder engagement, making it well suited to someone who values variety, autonomy, and meaningful involvement in the local business community.

ENGAGEMENT APPROACH

The Chamber engages contractors for clearly defined services and outcomes, ensuring transparency, flexibility, and measurable results.

The initial engagement period is proposed from **April to 31 December 2026**, with the potential to extend through separate agreements or statements of work. The current scope anticipates **up to 15 hours per week at \$40 per hour plus GST**, with flexible scheduling. A **review will occur in November**, with the potential for contract renewal.

Contractors engaged by the Chamber operate on a **non-exclusive basis**, meaning they are free to provide services to other clients while undertaking work for the Chamber.

KEY DELIVERABLES

The following services will be structured with defined deliverables, milestones, and an agreed scope of work, supported by clear service levels and acceptance criteria.

Administration & Operational Support

- Provide administrative support and diary scheduling
- Manage admin@ inbox
- Maintain digital archives and operational documentation
- Maintain and document operating policies and procedures
- Grant submission administration
- Assist the production of Chamber, Cruise Ship Markets and Weddings Whitsundays collateral

Membership & Engagement

- Support new member onboarding and renewals
- Coordinate benefits and inclusions, including member profiles
- Assist with recruitment and low-engagement follow-up

Events

- Venue and supplier liaison
- Assist sponsorship coordination
- Event administration and attendee follow-up
- Support delivery of Chamber, Cruise Ship Markets, and Weddings Whitsundays events

Cruise Ship Markets Coordination

- Set up weekly stallholder EDMs
- Monitor cruise ship market CRM and operational records
- Liaise directly with Market Management and the Portfolio Manager on market matters

Communications & Digital

- Develop and distribute Electronic Direct Mail (EDM) campaigns
- Create engaging social media content aligned with Chamber needs
- Manage Airlie Hill Billboard bookings and administration
- Draft communications and operational updates
- Maintain WordPress website updates (Chamber and Cruise Ship Markets websites)
- Utilise AI tools and digital systems to streamline operations

CAPABILITY PROFILE

Professional Communication

- Strong written and verbal communication skills
- Confident engaging with members, stakeholders, and partners

Digital & Systems Expertise

- Proficient in Microsoft 365, Google Workspace, Canva, WordPress
- Experienced in EDM creation and distribution (MailChimp or MailPoet)
- Confident using CRM and project management systems (such as Trello)
- Confident using AI tools

Stakeholder Engagement

- Proven ability to build rapport across diverse business and community networks
- Skilled in maintaining collaborative relationships

Crisis & Issues Management

- Able to manage competing priorities
- Calm and professional in time-sensitive situations

Work Style

- Self-directed and autonomous
- Demonstrated experience in remote/virtual environments
- Flexible availability, including occasional work outside standard business hours

Contractor Requirements

- Own computer, phone, and reliable internet
- ABN
- Professional Indemnity Insurance
- Public Liability Insurance

Performance Expectations

- Timely and accurate completion of assigned deliverables, milestones, or agreed scope of work
- Maintenance of professional standards in all communications
- Strong commitment to confidentiality and responsible handling of sensitive information
- Effective support of Chamber operations and strategic priorities
- Demonstrated initiative and problem-solving capability