



Mosaic Multicultural Connections

Volunteer: Marketing Administration Support

Mosaic Multicultural Connections (Mosaic) is a registered business name of Northern Settlement Services Limited.

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| VOLUNTEER ROLE TITLE | Marketing Administration Support |
| NAME OF PROGRAM OR ACTIVITY | Marketing and Communications |
| CLIENT GROUP or CLIENT CHARACTERISTICS | Primarily individuals from multicultural backgrounds. Your administrative support helps ensure their stories and Mosaic's impact are well-organized and accessible. |
| ROLE TASKS | <p>Digital File & Content Management:</p> <ul style="list-style-type: none">• Organize and maintain digital marketing files• Tag and categorize marketing assets (images, videos, documents, templates) for easy retrieval• Update content library database with new assets and maintain records• Back up all files systematically <p>Marketing Calendar Maintenance:</p> <ul style="list-style-type: none">• Update marketing calendar with upcoming social media posts, campaigns, and events• Add key dates, deadlines, and milestones• Send reminder notifications for upcoming activities and deliverables <p>Internal Communications Support:</p> <ul style="list-style-type: none">• Format and proofread internal newsletters and announcements• Help distribute internal communications to staff through designated channels• Maintain distribution lists and update contact information <p>Document Preparation:</p> <ul style="list-style-type: none">• Apply brand templates to documents and presentations• Proofread, check spelling, grammar, and formatting before distribution• Organize and file completed documents in appropriate locations <p>General Administrative Support:</p> <ul style="list-style-type: none">• Maintain organized filing systems for marketing materials• Track completion of routine marketing tasks and deliverables• Assist with basic data entry and record-keeping• Support ad hoc administrative tasks as requested |
| SKILLS List the skills required to perform these tasks | Essential: <ul style="list-style-type: none">• Strong organizational skills and attention to detail• inability to work with Microsoft Office (Word, Excel, PowerPoint) and Google Workspace• Excellent written communication skills with strong grammar and proofreading ability |



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| | <ul style="list-style-type: none">• Experience with digital file management and folder organization systems• Ability to follow instructions and maintain consistency• Comfortable learning new software and digital tools• Preparedness to seek advice as appropriate• Commitment to privacy and confidentiality• Ability to abide by guidelines policies and procedures <p>Desirable:</p> <ul style="list-style-type: none">• Familiarity with project management or calendar tools (e.g., Monday.com, Asana, Google Calendar)• Basic understanding of marketing terminology and processes• Experience with cloud-based file storage systems (e.g., Google Drive, Dropbox)• Previous administrative or volunteer experience in an office environment <p>Personal Qualities:</p> <ul style="list-style-type: none">• Self-motivated and able to work independently with minimal supervision• Detail-oriented with time management skills• Reliable and consistent in meeting commitments• Patient and willing to perform routine tasks with care and accuracy• A warm and friendly manner |
| REQUESTED TIME COMMITMENT What is the required minimum and maximum time commitment? What time of day is this role required?? | Flexible: Approximately 2 hours per week <ul style="list-style-type: none">• This volunteer role can be performed remotely on your own schedule• Assistance is not time-sensitive and can be completed at times that suit you (within reasonable timeframes)• Ideal for those seeking flexible volunteering that fits around other commitments |
| ACTIVITY LOCATIONS Where does the volunteer perform these tasks? Include all locations where the person doing this role is required to be. | Mosaic Offices and remote work from home or any location with internet access. All tasks can be completed online using Mosaic's digital systems and cloud-based tools. |
| WORKING WITH OTHERS Will this volunteer role provide assistance to paid staff? Or will they provide assistance to the organisation alone? | You will contribute independently on assigned tasks, with regular check-ins and guidance from the Marketing and Communications Lead. Most work is self-directed, though you'll have access to support when needed. |
| SUPPORT and SUPERVISION Who is the designated supervisor or manager of this role? Who will supervise the volunteer during the activity? | Marketing and Communications Lead |
| TRAINING List the training provided for this role, | Induction & Training: <ul style="list-style-type: none">• Orientation to Mosaic's mission, values, and cultural guidelines |



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| including and WHS and induction requirements | <ul style="list-style-type: none">• Introduction to Mosaic's file management systems and organizational structure• Training on brand guidelines and document formatting standards• Overview of internal communications processes and calendar systems <p>Resources:</p> <ul style="list-style-type: none">• Access to Mosaic's shared drives and digital systems• Brand templates and style guides• Ongoing guidance and feedback from Marketing and Communications Lead <p>Support:</p> <ul style="list-style-type: none">• Regular check-ins (weekly or fortnightly as needed)• Clear task instructions and deadlines• Quick response to questions via email or messaging <p>Recognition:</p> <ul style="list-style-type: none">• Certificate of volunteer service upon successful completion• Reference letter for future employment or study applications• Acknowledgement of contributions in internal communications |
| ADMINISTRATION List the reimbursements that Mosaic provides for volunteer expenses, and any other administration requirements | <p>☒ No financial compensation: This is an unpaid volunteer position</p> <p>☒ Expenses: No out-of-pocket expenses expected as this is a remote role</p> <p>☒ Equipment: Volunteers must have access to their own computer and internet connection</p> <p>☒ Insurance: Volunteers are covered by Mosaic's public liability insurance</p> <p>☒ Record keeping: Volunteer hours will be tracked for reference purposes</p> |
| EXPECTATIONS and BENEFITS OF THIS ROLE What does the role offer or NOT offer, such as personal development or career experience or an opportunity to make a difference in another person's life. | <p>What This Role Offers</p> <p>Make a Meaningful Difference:</p> <ul style="list-style-type: none">• Support Mosaic's mission to amplify multicultural voices by keeping systems organized and efficient• Enable the marketing team to focus on creative work and community engagement• Contribute to better communication of Mosaic's impact and client stories <p>Skill Development & Career Experience:</p> <ul style="list-style-type: none">• Build administrative and organizational skills valuable in any workplace• Gain experience with nonprofit marketing operations• Develop proficiency in digital tools and file management systems• Learn professional document formatting and proofreading standards• Build your resume with practical office experience <p>Flexibility & Accessibility:</p> <ul style="list-style-type: none">• Work from anywhere with internet access• Complete tasks on your own schedule within agreed timeframes• Perfect for students, parents, or anyone seeking flexible volunteering |



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| | <ul style="list-style-type: none">• No pressure to attend meetings or events <p>Personal Growth:</p> <ul style="list-style-type: none">• Develop attention to detail and quality control skills• Learn how marketing functions support organizational goals• Gain insight into nonprofit operations and multicultural services• Build confidence in administrative capabilities <p>What This Role Does NOT Offer</p> <p>Financial Payment: This is an unpaid volunteer position (no financial compensation)</p> <p>Guaranteed Employment: The role does not guarantee a paid position at Mosaic but can provide valuable experience and references</p> <p>Creative or Strategic Work: This role focuses on administrative support, not content creation or marketing strategy</p> <p>Structured Training Programs: While guidance is provided, this role does not offer formal certifications or qualifications</p> <p>Equipment Provision: Volunteers must use their own computer, internet, and software (Microsoft Office or free alternatives)</p> <p>High-Profile Work: Tasks are behind-the-scenes administrative support rather than client-facing or creative projects</p> |
| Key Expectations | <p>Voluntary Nature:</p> <ul style="list-style-type: none">• This role is entirely voluntary - you are free to participate of your own will• You may withdraw from the role at any time with reasonable notice• There is no obligation to accept or complete tasks beyond your availability• You are volunteering to gain experience and contribute to charitable purposes <p>Commitment to Mosaic's Values:</p> <ul style="list-style-type: none">• Respect, inclusivity, and cultural humility in all interactions• Maintain confidentiality regarding organizational information and client details• Uphold Mosaic's values of Trust, Transparency, Respect, Collaboration, and Creation <p>Reliability:</p> <ul style="list-style-type: none">• Communicate clearly about your availability and capacity• Complete agreed tasks within reasonable timeframes• Notify supervisor if you're unable to fulfill commitments• Provide reasonable notice if you need to reduce hours or step away <p>Quality & Professionalism:</p> |



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- Maintain high standards of accuracy in all administrative tasks
- Follow brand guidelines and organizational procedures
- Ask questions when unsure rather than guessing
- Treat confidential information with appropriate care

Safety & Wellbeing:

- Work in a safe home environment if working remotely
- Take breaks as needed and don't overcommit
- Report any concerns or issues to your supervisor
- Maintain healthy boundaries around volunteer time

Legal Framework:

- Volunteers are not replacing paid staff or performing work during industrial disputes
- You retain the right to cease volunteering at any time
- Mosaic will provide a safe "working" environment in accordance with WHS obligations
- You will be treated with respect and provided clear role descriptions
- Any reference checks or screenings will only be conducted with your informed consent

Note: Volunteers are covered by Mosaic's public liability insurance but are not entitled to workers' compensation as per NSW volunteering regulations. This role is designed to complement paid staff, not replace them, and allows you to contribute to Mosaic's mission while building your design portfolio in a flexible, supportive environment that values creativity within a framework of cultural sensitivity and brand consistency



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