

JOY 94.9  
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**Out.  
Loud.  
Proud.**

**POSTION**                      **Content Team Manager**

**Description:**                      JOY is seeking a skilled and experienced leader to manage our content creation and delivery team, to ensure JOY's content service provision is inclusive, diverse and of excellent quality.

**Team:**                                      Content

**Reports to:**                              Chief Executive Officer

**Direct reports:**                      JOY Content Team

**Status:**                                      Full Time

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



**JOY's Purpose;**

JOY is Australia's LGBTIQ+ community media organisation, listed on the Australian Charities and Not for Profit Commission Register, with the purpose of building a more inclusive society. We do this by providing the opportunity for freedom of expression, the breaking down of isolation and the celebration of the culture, achievements, and pride of the diverse rainbow community.

You can hear and see stories from the LGBTIQ+ community and our allies on JOY 94.9 Radio (FM and DAB+), online via livestream, in JOY Podcasts and on JOY TV 24 hours a day, 7 days per week at joy.org.au

JOY sustains our work through donations, memberships, philanthropic funding and by providing income generating services to the community including advertising, live broadcasting, podcasting, audio visual and talent provision.

Based in St Kilda, Melbourne, Australia, the JOY team consists of a small paid staff and a large volunteer cohort who together bring news, music, information, and entertainment to our rainbow community and allies.

From our on-air presenters to our support teams, producers, newsreaders, podcasters, and everyone in-between we aim to represent our listeners because we are them.

**The values you will bring to your work;**

Joyous - a celebration of diversity, talent, music and entertainment

Inclusive - a safe and supportive environment for all members of the LGBTIQ+ communities

Courageous - a way to change lives by speaking out, sharing stories and challenging boundaries

## The role overview;

The Content Team Manager role is responsible for managing our Content Team, currently consisting of 5 paid members and 150 casual and part time volunteers (including Team Leaders), who create and deliver content to our substantial audience via Radio, Podcasts, Videos and Text, covering music, news, current affairs and specialty content.

Guided by JOY's Content matrix, the Content Manager ensures we provide a diverse, inclusive, professional content service, designed to inform, entertain, uplift and advocate for the Rainbow Community and our Allies, operating within and adhering to Media Law, CBAA Codes of Conduct and other relevant regulatory requirements.

Working with the CEO, Leadership Team and Content Team Leaders, you will manage and continue to develop JOY's Content offering, ensuring it reflects the needs of, and represents the LGBTIQ+ community and our allies.

*All position holders at JOY are required to perform their duties in accordance with current organisational policy and procedures and relevant ACMA and CBAA requirements; to minimum performance standards, and ensure adherence to the JOY Melbourne Inc. rules of association; comply with health and safety guidelines and instructions to ensure a healthy, safe and environmentally responsible workplace; and cooperate and comply with equal opportunity legislation.*

## Your key responsibilities;

- Actively participating in the JOY leadership team to contribute to the successful achievement of our strategic plan.
  - Actively managing, informing, inspiring, and empowering the Content Team, including our Breakfast and Drive Teams, Content Broker, volunteer Team Leaders and content creators and broadcasters to deliver a best practice Content Service, that achieves our content matrix and reflects the needs of the Australian LGBTIQ+ community and our allies.
- Ensuring our Community Broadcast Licence (Radio) conditions are met, including achieving Australian and LGBTIQ+ Music benchmarks, and that our Content service operates within Media Law and other industry regulations.
- Ensuring the Content Team meets budget and fulfills JOY's strategic plan objectives related to creating, curating and delivering content focusing on inclusivity, diversity and intersectionality to build a more inclusive Australia.
  - Ensuring JOY's Content team, policies, processes, and service delivery adheres to and fosters a practice of continuous improvement, while identifying and seizing opportunities to grow our audience and industry ranking.
  - Ensuring JOY's content creators and broadcasters have the knowledge, skills and experience to perform their role to the highest professional standard, collaborating with the Leadership Team experienced Content Team members and external training providers.
  - Collaboratively planning, implementing, monitoring and evaluating the Content creation and delivery service at JOY with the CEO, Broadcasting Compliance Committee, Leadership and Content Teams.

## Our key selection criteria;

### Required skills, knowledge and experience

- Extensive (7 Years +) medium to large team management skills, knowledge and experience, across paid and voluntary teams
- Significant (5 Years +) knowledge of and experience in Media content creation and delivery, including a strong understanding of community broadcasting regulatory requirements
- Living and practicing within the LGBTIQA+ community, continuously integrating that knowledge into your practice
- Demonstrated ability to successfully lead, empower and inspire LGBTIQA+ people, bringing a high level of emotional intelligence to our JOYster community
- Demonstrated ability to inspire, encourage, foster and evaluate creative ideas and possibilities with a focus on continuous improvement
- Demonstrated ability to plan, budget, deliver, monitor and evaluate strategies/projects
- Demonstrated ability to engage internal and external stakeholders to create success
- Excellent written, verbal and presentation communication skills

### Academic qualifications / technical skills

- Vocational training or tertiary qualification in media content creation and delivery
- Vocational training or tertiary qualification in management
- Strong working knowledge of Microsoft Office Suite including MS Teams

Please note successful applicants will need to undertake or hold current police and working with children's check.

### Application process;

To apply for this role, please forward your CV and covering letter, addressing the Key Selection Criteria in detail to [recruitment@joy.org.au](mailto:recruitment@joy.org.au) by 12 noon, Friday 10th June 2022.