

## PROGRAM ADMINISTRATION COORDINATOR POSITION DESCRIPTION

### Highlights

- Join the Not-For-Profit sector's Institute of Community Directors team
- Generous conditions of employment plus 12% superannuation.
- A new opportunity in 2022 with a progressive and innovative social enterprise!

### About Our Community

The [Our Community Group](#) provides advice, connections, training and easy-to-use tech tools for people and organisations working to build stronger communities.

Our partners in that work are not-for-profit organisations and social enterprises; government, philanthropic and corporate grantmakers; donors and volunteers; enlightened businesses; and other community builders.

Our vision centres on social inclusion and social equity. Our dream is that every Australian should be able to go out their front door and stroll or wheel to a community group that suits their interests, passions and needs - or log on and do the same.

We want to help make it easy for people to join in, learn, celebrate, worship, plant trees, play a game, entertain, and be entertained, care and be cared for, support others and be supported, advocate for rights and celebrate diversity. To get involved. To be valued.

### About the role – Operations and Administration Coordinator

We are seeking a full-time enthusiastic, organised person to join our busy [Institute of Community Directors Australia \(ICDA\)](#) team. You will work with us to deliver training and programs for the not-for-profit sector across the length and breadth of Australia and across a range of disciplines, including fundraising and governance.

You will be responsible for putting new processes in place to streamline the operations and administration function of ICDA to ensure the best possible experience for our customers and efficiency for staff. You will be responsible for venue and trainer bookings, supporting the smooth online and face-to-face delivery of training throughout our contracts. You will also support the promotion and evaluation of these programs as required. You will have shared responsibility for preparing funder reports and providing trainee support via email and phone.

### Job tasks and responsibilities

- Develop new, and review existing processes in order to have smooth operational and administrative delivery of ICDA products and programs
- Project manage a funded project, with support from team and manager
- Participate in the ongoing evolution and refinement of our range of training programs and support materials (aimed at directors, managers, and staff)
- Develop and support effective, strategic partnerships with key stakeholders including government, community organisations and Not-for-Profits as well as individual customers
- Liaise with clients, to capture feedback and solve problems
- Create and maintain support administration and documentation
- Assist with the development of submissions and reports as part of tender responses or requests for services
- Support the online training function by transferring materials from PowerPoint or other formats onto online apps and programs
- Provide other support and assistance to the team as required

Above all we want you to be a part of a unique environment where everyone contributes and worries less about official job descriptions and more about working together to get things done. We share our work, and we help each other when needed.

As with most jobs at Our Community, it's impossible to provide an exhaustive list of everything you'll be doing as part of this role. As our organisation and platforms evolve, you may need to evolve with them, or find other ways to plug the gaps.

If you like to stick closely to job descriptions or have a "not my job" mentality, this is probably not the role for you. On the other hand, if you're excited by challenges, willing to give most things a go and know how to fill any knowledge gaps when the need arises, then this job will be a good fit.

### **Skills, Qualifications and Experience – The Must haves:**

- A record of achievement in operations and/or program administration
- Strong IT skills including Microsoft Office 365 (Outlook, Word, PowerPoint, Excel etc.) and confidence learning new systems
- Demonstrated understanding of what would enable smooth operational and administrative delivery
- Excellent written and verbal communication skills, including high-level interpersonal skills to engage stakeholders of all ages, backgrounds, and levels of experience
- Great listening skills and an ability to problem solve
- Demonstrated ability to build, maintain and manage strategic relationships and partnerships, including productive and supportive relationships with students and training participants
- Strong project planning, time management and organisational skills
- Ability to work independently and as part of a team and respond flexibly to team demands and priorities
- Excellent literacy skills (we want someone who can keep internal documentation clear, concise, and up to date)
- High level initiative and well-honed judgement skills
- Flexibility in thinking and coping with multiple and changing priorities
- A belief in and commitment to our [Manifesto](#)

### **Personal Qualities:**

- A passion for delivering exceptional customer service (we want someone who likes talking to people, answering questions and assisting people in a friendly and professional manner)
- Happy to roll up your sleeves and be part of our team
- A natural values-based team player and collaborator who enjoys interacting with a broad range of users, customers, and staff
- A commitment to excellence and a high attention to detail and accuracy
- Naturally curious and have a keen interest in the not-for-profit sector and our member organisations
- Pride yourself on exceeding expectations, no matter the task at hand
- A 'can do' attitude (you'll enjoy using your initiative and judgement to solve problems)
- Ability to 'think on your feet' and be solution focused and unflappable under pressure

### Other relevant information:

The nature of this role is quite varied, and we know our strength comes from the diversity of our people and so we want people with different experiences and backgrounds to apply.

The Program Administration Coordinator is full time, and reports to the General Manager, ICDA. When in the office, standard business hours are 9am to 5pm Monday – Friday, and start and finish times are flexible. Training is often scheduled for evenings (and occasionally on the weekend), so the role will have occasional evenings to provide IT support to the trainers and programs. Time off in lieu is given as mutually agreed. Currently our team is working partially from the office and partially from home.

Our organisation is one that is as supportive and socially conscious as it is agile and explorative. Our DNA of commercial mind and social heart captures who we are at our core. We have a great working atmosphere with an inclusive, fun work culture. Our team is full of highly collaborative, diverse and highly skilled awesome people.

In line with Victoria being the first place in the world to move to 8 hours work, 8 hours rest, and 8 hours sleep we at Our Community are also spearheading the movement to move staff to four days of work a week and three days of leisure. We have established a taskforce to investigate and develop a trial 4-day work week (pay for 5 days). We want to identify opportunities to deliver 100% of the work at 80% of the time, while increasing team mental health, reducing team stress, and maintaining team culture and cohesion.

Our Community is located at 552 Victoria Street (corner of Curzon Street and Victoria Street), Wurundjeri Country, North Melbourne. We work in a modern, bright, art-filled, open plan office and operate in a fairly informal manner (you don't have to dress up). We usually share our office with Betsy and Holly, our office dogs.

### The successful candidate:

- Must be an Australian Citizen, Permanent Resident or hold a valid work permit or visa
- Will be required to undertake a Police Check
- Must have a driver's license and ideally access to a car to travel to and from any training being delivered face-to-face (petrol will be reimbursed by Our Community)
- Will be subject to a probationary period of three (3) months

### How to apply:

Applications will only be accepted through our online application form (applications received by other means will not be considered). Apply at:

<https://ourcommunity.smartygrants.com.au/ProgramAdministrationCoordinator>.

**Applications close:** close of business Tuesday 23 August 2022