SUPPORT SERVICES COORDINATOR

Volunteering SA&NT is a not for profit organisation and the peak service provider representing volunteers, volunteer managers and the volunteering sector in the Northern Territory. We promote and celebrate volunteering and play a key leadership role in advancing volunteering by providing an extensive range of services, support and resources.

An exciting opportunity now exists for a part-time Support Services Coordinator based in Darwin, in a contracted position to 31st December 2019, of 60.8 hours per fortnight to be worked across 4 days per week.

This key role will report to the Executive Manager NT and will contribute to the Darwin office by providing administrative, event planning, media and finance services support, and will coordinate administration services to sub-committee meeting processes. Key responsibilities include:

Administration
- Provide high level quality and efficient enquiry support for all customers
- Training administration - calendar, venue, Eventbrite use, training set up and documents
- Coordinate NT admin requirements, filing, merchandise, publications, office supplies, IT issue reporting
- Support, roster and supervise volunteers

Event Support
- Coordinate event planning & assist at promotional activities such as expos; use Eventbrite
- Coordinate events and promotions; prepare presentations & requirements for promotions/networking events

Management Support
- Plan/organise meetings; issue invitations, prepare agendas/minutes, minute-taking, action item follow up, catering & venue
- Provide high level support to the Executive Manager, NT with efficient administrative processes
- Assist with travel and accommodation bookings

Media
- Coordinate, review content and articles for electronic & printed newsletters and social media
- Design draft flyers and brochures

Financial
- Petty cash and credit card reconciliation

Essential Qualifications, Skills and Experience criteria include:
- Vocational qualifications in business administration & minimum 2 years’ experience in administration
- Proficiency with Microsoft Office suite; Word, Outlook, Internet, database management, Google Docs
- Knowledge of and experience in meeting planning, agenda setting and minute taking
- Knowledge of financial and WH&S processes and procedures
- Demonstrable best practice customer service
- Experience in working effectively and collaboratively in a team
- Possess time management skills to effectively manage priorities
- Ability to work with people of diverse backgrounds.

Strong administration, organisational and time management skills will be a must in this role, as will your ability to work under limited direction. If this sounds like you, we would love to hear from you.

PBI Salary Packaging benefits which reduce your taxable income, are offered. SCHADS Award pay rate Level 4.

Criminal history check required - as part of our employment screening process you will be required to undertake a National Criminal History check. All successful applicants must be eligible to work in Australia.

Applications will require a Cover Letter outlining your experience against the essential criteria (2 pages maximum) and a Resume, to be sent by email to Rachael.Bowker@volunteeringsa-nt.org.au by 5:00pm Friday 3 August 2018. Any enquiries please contact Rachael directly on 89 63 5624.
Position Description

<table>
<thead>
<tr>
<th>POSITION TITLE:</th>
<th>Support Services Coordinator</th>
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<tbody>
<tr>
<td>AWARD / CLASSIFICATION:</td>
<td>Social, Community, Home Care and Disability Services Industry Award 2010 Social and Community Services Level 4</td>
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<tr>
<td>SECTION:</td>
<td>NT</td>
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<tr>
<td>LOCATION:</td>
<td>Darwin</td>
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<tr>
<td>STATUS OF APPOINTMENT:</td>
<td>Part time</td>
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<td>HOURS PER FORTNIGHT:</td>
<td>60.8</td>
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<tr>
<td>DATE</td>
<td>February 2018; July 2018</td>
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UNIQUE VALUE-ADD / PURPOSE
Coordinate and contribute to the administration, involvement and knowledge of volunteering in the VSA&NT Office Darwin, providing administrative, event planning, volunteer coordination and finance services support.

KEY PERFORMANCE AREAS

<table>
<thead>
<tr>
<th>KPA</th>
<th>Accountability</th>
<th>Tasks and Timeframes</th>
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<tbody>
<tr>
<td>Administration</td>
<td>Effective and efficient administration coordination of NT office systems</td>
<td>• Administration and coordination of office communications and office systems as required and advised by Head Office ICT Manager&lt;br&gt;• Administration of venue bookings, training set up and support&lt;br&gt;• Coordinate training calendar, manage Eventbrite, prepare workshop documents.&lt;br&gt;• Administration of office supplies, merchandise and publications&lt;br&gt;• Customer service delivered at highest level at all times, to all stakeholders, in a welcoming and hospitable environment&lt;br&gt;• Support and supervision of VNT volunteers&lt;br&gt;• Oversee rosters for volunteers&lt;br&gt;• Safe and healthy working environment achieved for all workforce to be compliant&lt;br&gt;• Duties up to date and completed on time&lt;br&gt;• Accuracy and attention to detail</td>
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<td></td>
<td>Professional and courteous administration, phone and customer service provision</td>
<td>12 month review</td>
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<td></td>
<td>Undertake WH&amp;S roles for workplace inspections</td>
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<td></td>
<td>Coordination of VNT training workshops and network meeting.</td>
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<tr>
<td>Management Support</td>
<td>Assist with back up of travel and accommodation booking requirements</td>
<td>• Effective and efficient administrative coordination including meeting invitations, minute-taking, preparation &amp; distribution of agendas, minutes &amp; associated papers&lt;br&gt;• All associated duties up to date and completed on time and in time for the meetings&lt;br&gt;• Forward planning of calendar invitations, meeting set up and all associated requirements&lt;br&gt;• Accuracy and attention to detail in data reporting</td>
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<td></td>
<td>Coordination of all NT Committee administration processes.</td>
<td>12 month review</td>
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<td></td>
<td>Assist with administration of VSA&amp;NT Strategic Projects</td>
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<td></td>
<td>Coordinate timely reviews and updates of all NT electronic and hard copy filing and archiving systems.</td>
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| **Media** | Coordinate and review content for VNews – NT  
Coordinate and review Vitality articles for the NT section  
Coordinate and review all social media content  
Design draft flyers and brochures for NT-specific requirements | • Timely preparation of VNews-NT content to draft stage for final approval by either Communications Manager and/or EM NT  
• Regular review and content update of social media accounts in NT for final approval by either Communications Manager and/or EM NT  
• Design and preparation of content and design of flyers and brochures to draft stage for final approval by either Communications Manager and/or EM NT  
• Timely preparation of Vitality articles from NT organisations to draft stage for final approval by either Communications Manager and/or EM NT |
| **Financial** | Initiate, prepare and submit monthly petty cash & EM credit card reconciliation  
Prepare Purchase Orders, invoice requisitions, reimbursements etc as required for all purchases made  
Provide authorised Timesheets and leave forms for Darwin office to Finance Manager fortnightly | • Tasks up to date and completed accurately and on time and in line with Finance Department timeframes  
12 month review |
| **Event Support** | Coordination of events adds to VNT profile, business activity and information sharing.  
Support promotion of building the volunteering capacity of volunteer-involving organisations, especially recognising & promoting volunteering. | • Events are planned and implemented efficiently and effectively to outcomes and deadlines  
• Document clearly all processes and procedures for Award and Event Planning  
• VNT resources utilised at every opportunity  
• Presentations, promotions and information prepared and delivered effectively as required  
• Networking, events and celebrations attended and supported regularly 12 month review |
| **Relationships and Volunteer Services** | Extend existing and create new relationships and networks with volunteer-involving organisations.  
Coordinate volunteer support services for Darwin Office. | • Increased awareness of and regular use of VNT services.  
• Ensure any VNT volunteers are coordinated and supported to be productive and effective in their work. 12 month review |
| **IT, Systems & Processes** | Assist in the development, implementation, coordination, maintenance and evaluation of administration, IT systems and procedures | • Report IT issues re NT to IT Provider for action and VSA&NT Office Coordinator for information  
• Maintain minimal disruption to staff 12 month review |

**STANDARD CONDITIONS**
The Incumbent must observe all lawful intentions and instructions and abide by VSA&NT Policies and Procedures, including WH&S, Code of Conduct, Confidentiality and Privacy. 
All positions are required to have a current National Police Clearance or WWCC. All positions are required to be eligible to work in Australia. Additional hours may be required, as negotiated with and approved by the Executive Manager NT Regional and inter-state travel may be required. Current driver’s licence and use of own vehicle, if required and approved (mileage reimbursement will be paid as per applicable Award for this position). All positions are subject to ongoing funding.
WORKING RELATIONSHIPS - This position reports to the Executive Manager NT

SYSTEMS/PROCESSES - Processes and systems this role is involved with, whether this role owns the process (O); owns the process jointly with the EM NT/SA (OJ); is a user (U); or n/a

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<thead>
<tr>
<th>Media &amp; Communications</th>
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<th>NT Services</th>
<th>OJ</th>
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<tr>
<td>Client Relationship Management</td>
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<td>IT, Finance &amp; Payroll</td>
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<td>Project Management &amp; Systems</td>
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<td>Administration &amp; Human Resources</td>
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<td>Quality Systems</td>
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PERSON SPECIFICATION

Personal abilities, aptitudes, skills

Essential:
- Work professionally and diligently with a friendly and approachable demeanour
- Demonstrated ability to work well both in a team environment and autonomously
- Effective verbal and written communication skills
- Highly organised, flexible and adaptable
- Accurate record keeping and documentation-keeping for reporting purposes
- Ability to exercise initiative and judgement
- Ability to work efficiently under limited direction, minimal supervision, meet work targets & deadlines within tight time constraints
- Possess a high standard of attention to detail
- Ability to maintain confidentiality and privacy
- Ability to give and receive feedback on work performance

Qualifications

Essential:
- Vocational qualifications in business administration

Desirable:
- Vocational qualifications in finance, WH&S or IT

Skills and Experience

Essential:
- Minimum 2 years’ experience in administration
- Proficiency with Microsoft Office suite and Google Docs
- Best practice customer service
- Experience in working effectively and collaboratively in a team
- A knowledge of financial processes and procedures
- A knowledge of Work Health and Safety processes
- Experience in electronic data entry, agendas and minute taking
- Willingness to undertake further study/personal development, if needs are identified

Desirable:
- Valuing and supporting volunteers
- Understanding volunteer-involving organisations and how they contribute to volunteering

EMPLOYEE AGREEMENT

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<tr>
<th>Employee Name:</th>
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<td>Employee Signature:</td>
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<td>Date:</td>
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ORGANISATIONAL ACCEPTANCE

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<tr>
<th>Organisational Representative Name:</th>
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<tr>
<td>Organisational Rep Signature:</td>
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<td>Date</td>
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