

Position Description

Office Coordinator

Position Details	
Title:	Office Coordinator
Time Fraction:	0.6
Position Relationships:	Executive Director – Corporate Services
Level:	SCHADS Level 3
Principal Location:	Level 4, 255 Bourke Street, Melbourne 3000
Position Purpose:	The role of Office Coordinator is to provide efficient and effective administrative support ensuring the smooth day-to-day operations.

Organisational Overview

Relationship Matters is a not-for-profit organisation that aims to promote healthy, respectful and fulfilling relationships within the Victorian community.

We provide a range of relationship services including:

- Individual Counselling
- Relationship Counselling
- Family Therapy
- Relationship Learning Services
- Family Dispute Resolution and Mediation
- Family Violence Prevention Programs
- VicRoads Safe Driving Program

At Relationship Matters, we also recognise that work and life are intimately connected and we offer workplace services for employers and employees through Employee Assistance Programs (EAP) and our Business Services division, Relationship Matters in the Workplace.

Relationship Matters has been supporting the community through counselling and education for over 70 years and was established and supported by the Anglican Diocese over the years. Relationship Matters has a long history in marriage guidance and relationship counselling in Australia and is very proud to support marriage equality. Relationship Matters is now one of the largest providers of counselling and mediation services in Victoria, with nine physical sites in Metropolitan Melbourne and regional Victoria.

Relationship Matters recognises relationships in all their diversity and our services are offered to individuals, couples and families inclusive of sexual orientation, gender identity, ethnicity, religion, ability or socio-economic circumstance.

Major Responsibilities

General Administration

- Provide general administrative support to the Executive Team of Relationship Matters assisting with tasks and coordination as needed.
 - Monitor grants and tender subscriptions for funding opportunities and share with the Executive Team.
 - Arrange travel plans for managers and employees, including flights, car rentals, hotel accommodation.
 - Provide meeting support to Leadership Team Meetings ensuring the timely distribution of agendas and accurate minutes.
 - Provide assistance with the coordination of organisational meetings and events, including room bookings, catering and attendance as directed.
 - Prepare information, reports, forms, presentations and correspondence as requested by the Executive Team, conducting research and gathering supporting data as needed.
 - Maintain update organisational forms and administrative records.
 - Other duties that may be directed by the Executive Director – Corporate Services from time to time.
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Database Administration

- Assist with the maintenance of the organisation's internal Customer Relationship Management (CRM) system ensuring data is appropriately segmented to maximise stakeholder and consumer reach.
 - Maintenance internal databases for the organisation's assets, equipment and facilities.
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Facilities Administration

- Address the day-to-day property repairs and maintenance issues across all Relationship Matters sites.
 - Maintain a register for Facilities Management issues ensuring appropriate Management are aware of hazards and risks.
 - Maintain the register of security cards for all RM sites and ensure that there is a master key system in place for all buildings.
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Information Technology

- Assist with troubleshooting minor ICT system issues and escalating technical problems to external managed service provider
 - Identify, provide guidance and build ICT training resources to better support staff.
 - Support the organisation's Intranet (SharePoint) ensuring content is regularly updated and aligned with company policies and branding acting as a key point of contact for staff regarding intranet use and resources.
 - Support staff through onboarding and orientation process ensuring they are well supported with ICT.
 - Maintain software registers.
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Office Administration

- Ensure the regular maintenance of office equipment and maintain a clean and organised office environment.
 - Ensure that all staff are appropriately trained in all office equipment in their proper use.
 - Address day-to-day equipment issues across all locations.
 - Maintain the register of parking cards.
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Continuous Quality Improvement

- Actively contribute to the continuous improvement of administrative procedures, ensuring they remain effective, relevant and aligned with organisational goals.
 - Read and comply with of all Relationship Matters Policies and Procedures and understand any new or updated policy as issued from time to time.
 - Be aware of the location on the Intranet of policy documents, forms and processes that relate to your day-to-day work, for reference as required.
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Key Selection Criteria

(Please note: Applicants need not respond in writing to all selection criteria)

Key Skills

- Strong attention to detail and accuracy
- Excellent organisational and time management skills
- Effective verbal and written communications
- Good understanding of IT troubleshooting to resolve minor issues (computer set up, video conferencing systems, printer errors)
- Proficiency in Microsoft Office applications, including Teams.
- Familiarity with role-specific software such as CRM systems, Adobe Pro and Canva
- Demonstrated experience in using SharePoint
- Customer service orientation
- Ability to work independently and as part of a team
- Adaptability and flexibility in a changing environment

Qualifications and Experience

- Certificate III in Business Administration or equivalent qualification
- Minimum 5 year experience in an administrative or customer service role.

Key Selection Criteria

(Please note: Applicants need not respond in writing to all selection criteria)

Personal Qualities

- Ability to take responsibility and work unsupervised, as well as part of a team.
- Affinity with Relationship Matters values.
- Generosity of spirit.
- Capacity to 'join-in'.
- Flexibility.
- Highest ethical and professional standing.
- Team player.

Terms and Conditions

- Salary will be negotiated according to qualifications and experience and in accordance with the Social Community Homecare and Disability Services Award 2010, depending on skills and experience.
- The position is subject to ongoing funding and satisfactory annual performance reviews.
- A six-month probationary period applies and will be formally reviewed with key responsibilities and success indicators as outcomes.
- Opportunity to access salary packaging according to Relationship Matters policy.
- Access to Employee Assistance Program.
- Access to Portable Long Service Leave in the Community Services Industry
- Maintenance of confidentiality and reporting of serious matters in accordance with agency policy and procedures
- As an agency funded partially through the Commonwealth Department Social Services, all employees are required to sign an Oath of Confidentiality.
- Position is subject to maintaining a current Working with Children Check and a satisfactory National Police Check.

Acknowledgements			
Position:	Office Coordinator		
Name:			
Signature:		Date:	
CEO:	Maya Avdibegovic		
CEO's Signature:		Date:	
Probationary Review:	Six Months	Date:	