

# Staff position description

## Operations Coordinator

### Position overview

<b>Position title</b>	Operations Coordinator
<b>Unit or program</b>	Corporate Services
<b>Position objective</b>	To provide coordination and administrative support involving effective business partnering which ensures the safe and efficient operation of VACRO head office, and services which support the organisation and program delivery.
<b>Job classification</b>	Social, Community, Home Care and Disability Services Industry Award 2010, Level 5 Pay point depending on qualifications and experience
<b>Location</b>	Level 1, 116 Hardware Street, Melbourne VIC 3000
<b>Reports to</b>	Corporate Services Manager
<b>Direct reports</b>	n/a

### About VACRO

VACRO is a non-government, non-denominational organisation working with people in contact with the justice system and their families. Founded in 1872 (as the Discharged Prisoners' Aid Society of Victoria) VACRO works closely with government and non-profit organisations.

<b>Vision</b>	New beginnings, stronger communities.
<b>Mission</b>	To support new beginnings for clients of the correctional system and their families, and build safer and stronger communities.
<b>Values</b>	<ul style="list-style-type: none"> <li>We show <b>integrity</b> in our relationship with each other, our clients and the broader community.</li> <li>We display <b>respect</b> by supporting our clients to achieve positive outcomes and lead meaningful lives.</li> <li>We work towards <b>inclusion</b> for all stakeholders in the development of our programs.</li> <li>We are <b>adaptable</b> to the conditions and opportunities that arise in our daily lives.</li> </ul>

<b>Key contacts (internal)</b>	<b>Key contacts (external)</b>
Corporate Services Manager	Suppliers
Chief Executive Officer (CEO)	IT representative
Executive Team	
Board	

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### Position details

Key result area	Task	Performance indicator
<b>Office coordination</b>	<ul style="list-style-type: none"> <li>Maintain VACRO head office environment, identify matters which require attention and coordinate agreed resources to resolve matters.</li> <li>Coordinate calls and in-person visitors through reception.</li> <li>Undertake routine tasks to support office such as mail collection.</li> </ul>	<ul style="list-style-type: none"> <li>VACRO head office is a safe and professional environment.</li> <li>Visitors and callers receive high quality customer service.</li> </ul>
<b>Operations coordination</b>	<ul style="list-style-type: none"> <li>Coordinate, record, report and monitor property: fleet vehicles, IT and equipment, assets and keys.</li> <li>Support ICT device set up, password resets, test for access and troubleshoot issues.</li> <li>Contribute to implementation of the IT strategy by supporting planning, implementing, testing, troubleshooting and evaluation of the agreed file management system, and new hardware, platform and software introductions.</li> <li>Use a range of digital platforms to support corporate services functions, and organisational communications, collaboration and learning.</li> <li>Book and coordinate services to support staff such as training, meetings and flu vaccinations.</li> <li>Assist with external events including the AGM and public lectures.</li> </ul>	<ul style="list-style-type: none"> <li>Property is received ready for use by internal customers in a timely manner, and effectively maintained, tracked and reported on.</li> <li>Effective contributions are made to implementing the IT strategy.</li> <li>Tasks which support IT strategy implementation, staff and external events are completed as agreed with your Manager.</li> </ul>
<b>Executive support</b>	<ul style="list-style-type: none"> <li>Provide administrative support to CEO including diary management, Board and committee papers, write documents, take Minutes and implement administrative systems.</li> </ul>	<ul style="list-style-type: none"> <li>High level CEO administrative support is provided.</li> </ul>
<b>Quality coordination</b>	<ul style="list-style-type: none"> <li>Coordinate the three-year QIP accreditation cycle.</li> <li>Plan and conduct quality audits in collaboration with staff.</li> <li>Coordinate development and review of policies and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>Quality audits and actions are scheduled, staff are supported, and policy and procedure review is coordinated to meet QIP audits and business needs.</li> </ul>

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	<ul style="list-style-type: none"> <li>Administer VACRO's quality management system (VOMS).</li> </ul>	<ul style="list-style-type: none"> <li>Integrity of VOMS is maintained.</li> </ul>
<b>Risk Management coordination</b>	<ul style="list-style-type: none"> <li>Coordinate the risk management process.</li> </ul>	<ul style="list-style-type: none"> <li>Documents are updated and follow up completed in a timely manner.</li> </ul>

### Expectations of all VACRO staff

- Uphold VACRO's Vision, Mission, Values and Code of Conduct.
- Demonstrate commitment to people impacted by the criminal justice system and their families.
- Comply with legislative requirements relating to this position, including taking all reasonable care of your own safety and that of others in the workplace; contributing to the improvement of health and safety within the workplace; and complying with VACRO procedures and practices which support occupational health and safety.
- Provide safe and quality services as a priority, for which you are responsible, accountable and supported by Board and management.
- Operate within VACRO's formal delegations framework and in accordance with its policies and procedures.
- Participate in continuous quality improvement (CQI) activities, including identifying opportunities and making improvements to systems, processes and programs.
- Participate in VACRO meetings, regular supervision and professional development.
- Represent and enhance VACRO's profile at stakeholder and network meetings, as designated by your Manager.

### Key capabilities

#### Knowledge

- Tertiary qualification in business administration, digital media, IT or a related discipline or equivalent experience.
- An excellent knowledge of and experience using Microsoft 365 apps and SharePoint, or demonstrated knowledge and experience with quickly becoming familiar and undertaking administrative tasks with other IT platforms.
- An understanding of information management at a governance level.

#### Experience

- At least 2 years administrative experience preferably including at executive level or within a quality context is highly regarded.
- Experience in contributing to the implementation of new software is highly regarded.
- Demonstrated experience with website and database administration.

#### Skills

- Outstanding written, interpersonal and customer service skills.

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	<ul style="list-style-type: none"><li>• Highly developed organisational, record maintenance and time management skills.</li><li>• High level of initiative and problem solving skills.</li><li>• High degree of accuracy and attention to detail.</li><li>• Proficiency and confidence in using a range of apps preferably from Microsoft 365.</li></ul>
<b>Behaviours and personal attributes</b>	<ul style="list-style-type: none"><li>• Self-motivated, a “can do” approach and a fast learner.</li><li>• Ability to work independently and collaboratively in a team environment.</li><li>• Ability to maintain a secure work environment with a high level of confidentiality and adherence to privacy guidelines.</li><li>• Logical thinker, structured in approach and able to meet timeframes.</li><li>• Flexible and adaptable to change.</li></ul>
<b>Mandatory requirements</b>	<ul style="list-style-type: none"><li>• Verification of personal identity, employment history and qualifications.</li><li>• Satisfactory National Police Check.</li><li>• Victorian Driver Licence.</li></ul>

### Incumbent declaration

I have read this Position Description and agree to undertake the duties and responsibilities listed above. I acknowledge that:

- The Position Description is an indication of the duties and responsibilities that I am required to undertake. Additional or other duties and responsibilities may be allocated to me, in discussion with my Manager.
- Where training and support are required to fulfil these duties, or additional or other duties at a similar level of responsibility, these will be provided within the guidelines of the organisation.
- The Position Description will be reviewed regularly in consultation with me.
- The Performance Indicators, where included in this document, are indicative. Performance Indicators will be set by my immediate supervisor in discussion with me, for each year (or another period) and my performance reviewed against those Performance Indicators.

**Name of Position incumbent**

**Signature**

**Date**