

POSITION DESCRIPTION



BUSINESS TITLE	Operations Coordinator
JOB TITLE	Operations Program Specialist I
JOB FAMILY	Operations
JOB NUMBER	700040
SALARY GRADE	5
STATUS	Salaried
SUPERVISOR	Deputy Country Director
LOCATION	Melbourne
DATE	March 2021

A LITTLE ABOUT US

Founded in 1951, the Nature Conservancy is a global conservation organization dedicated to conserving the lands and waters on which all life depends. Guided by science, we create innovative, on-the-ground solutions to our world's toughest challenges so that nature and people can thrive together. We are tackling climate change, conserving lands, waters and oceans at unprecedented scale, providing food and water sustainably and helping make cities more sustainable. One of our core values is our commitment to diversity. Therefore, we strive for a globally diverse and culturally competent workforce. Working in 72 countries, including all 50 United States, we use a collaborative approach that engages local communities, governments, the private sector, and other partners. To learn more, visit www.nature.org or follow @nature_press on Twitter.

The Nature Conservancy first commenced operations in Australia in 2002. Since that time TNC Australia has grown significantly and now conducts projects in all mainland Australian states and territories. Our work focuses on three main biogeographical zones – the Outback (including work with many Indigenous Traditional Owner groups supporting their efforts to manage their country for its cultural and conservation values); our Oceans (including our extensive shellfish reef building program across the bays and estuaries of southern Australia), and the Southern Murray-Darling Basin (including innovative water funds and property management). To learn more about our work in Australia visit www.natureaustralia.org.au or follow us on facebook.com/TNCAustralia

YOUR POSITION WITH TNC

The Operations Coordinator will work as part of a team within the Australia Business Unit coordinating several operational duties for the business unit and various functional teams. Coordination work in functional areas includes human resources, operations support, procurement, facilities management, special events, training, volunteer programs, and from time to time the executive office.

The Operations Coordinator will report to the Deputy Country Director.

ESSENTIAL FUNCTIONS

The Operations Coordinator will work towards meeting the strategic priorities of the program by implementing tactics of approved plans and completing day-to-day tasks and activities across all operational areas of the business unit. They will be responsible for supporting, coordinating, and executing recruitment, developing position descriptions and obtaining position postings, as directed by the Director, People & Culture. The Coordinator will use PeopleSoft and assist the Director, People & Culture, and the hiring manager with the logistics of interviews as well as the administration associated with onboarding of new staff. They will be responsible for overseeing and executing all employee actions, such as changes to supervisors, salary grades, pay, office location, and promotions as directed by the Director, People & Culture. They will also be responsible for time report coordinator duties, updating org charts, updating email listservs, updating Australian Business Unit guidelines and policies, and oversee the staff anniversary recognition program. The Coordinator will communicate and coordinate annual performance related efforts and processes such as performance appraisals, objective setting and more. They will be given human resource administrative assignments by the Director, People and Culture.

The Operations Coordinator will also be responsible for planning and execution of logistics for special events (i.e. donor events and field tours), purchasing, central filing, mailroom operations, facility management, telecommunications, and/or reception. They will also coordinate administration across all offices and update all office changes and staff allocations to meet all insurance needs. They may assist with the recruitment, training, and recognition of program volunteers, and may direct the activities of volunteers. In addition, the Coordinator may perform Information Systems, Work Health and Safety, and Finance administrative tasks, including processing forms, preparing reports and forecasts, and coordinating WHS processes with staff and the Safety Officer.

They will respond to inquiries about Australia Business Unit activities, create program materials, and draft correspondence. They will be well versed in the systems and resources utilized by the team in order to execute assigned tasks. They will maintain, track and research data, produce and review reports, and perform program analysis. They will work within the operations team to enhance systems and tools used across the business unit and provide guidance in satisfying requirements based on extensive knowledge of policies and procedures and adapt processes and adapt processes and implement recommended practices in order to improve effectiveness. They will complete activities with multiple variables, setting realistic deadlines and managing timelines across multiple projects.

The Operations Coordinator will provide guidance in satisfying administrative requirements based on extensive knowledge of policies and procedures. They will communicate with staff in various programs/business units across the Conservancy, as well as with donors, volunteers, vendors, and business relations. They will communicate or distribute information to assist staff in making decisions, solving problems, and improving workflow.

The Operations Coordinator will work closely with the Managing Director's Executive Assistant and will be required to fulfil this role, from time to time and as directed.

Operational Excellence

- Utilizes available technologies and systems to continuously improve the effectiveness of business operations, improve automation and remove unnecessary roadblocks
- Identifies and drives initiatives that improve efficiency and effectiveness and embrace change in the business
- Ensures internal, industry and client quality standards are met
- Proactively identifies issues and solutions to enhance operational and administrative processes

RESPONSIBILITIES & SCOPE

- Work within scope of program's strategic goals;
- Act independently on assigned tasks and exercise independent judgment based on analysis and experience, referring difficult questions and unusual problems to supervisor;
- Coordinate projects with several variables, working within a defined timeline and budget;
- Demonstrate sensitivity in handling confidential information;
- Perform non-routine analysis, research and follow-through;
- Ensure compliance with Conservancy policies and procedures, and external (donor/legal/IRS) requirements;
- Financial responsibility includes purchasing, processing invoices, contracting with vendors, and assisting with budget preparation;
- May act as a resource to others to solve problems and act in supervisor's stead when instructed;
- May supervise administrative and/or volunteer staff, including training and professional development of the staff;
- Provide input through project teams for the improvement of existing programs;
- Travel and work flexible hours as needed;
- Work environment involves only infrequent exposure to disagreeable elements and minor physical exertion and/or strain;
- Work is diversified and may not always fall under established practices and guidelines;
- Identify problems in operations process and resolve them in quickly and timely manner;
- Follow standard operating procedures for efficient business operations, and
- Maintain clear and accurate operations documents/procedures for reference purposes.

MINIMUM QUALIFICATIONS

- Bachelor's degree and 2 years related experience or equivalent combination;
- Experience coordinating administrative processes;
- Experience generating reports and interpreting data;
- Experience in business writing, editing, and proofreading;
- Experience organizing time and managing diverse activities to meet deadlines; and
- Experience working across teams and communicating with a wide range of people

DESIRED QUALIFICATIONS

- Multi-lingual skills and multi-cultural or cross-cultural experiences are appreciated;
- Ability to analyze information for the purpose of coordinating and planning activities, and solving problems;
- Ability to use existing technology to achieve desired results;
- Excellent customer service skills and focus;
- Experience interpreting guidelines to achieve desired results;
- Knowledge of current trends in human resource management, WH&S, finance and/or business operations;
- Strong organisational skills, accuracy, and attention to detail;
- Proven Experience in office management, business operations or an administrative role;
- Excellent communication and people management skills;
- Excellent time management skills
- Advanced Proficiency in Microsoft Office Suite, especially Outlook, Excel and PowerPoint; Visio, and experience using databases and online systems
- Self-starter with strong problem-solving skills;
- Experience in organising, prioritising tasks, meeting deadlines and managing continuous change and its consequences effectively

The Nature Conservancy is an Equal Opportunity Employer. Our commitment to diversity includes the recognition that our conservation mission is best advanced by the leadership and contributions of people of all genders with diverse backgrounds, beliefs and cultures. Recruiting and mentoring staff to create an inclusive organization that reflects our global character is a priority and we encourage applicants from all cultures, races, colors, religions, sexes, national or regional origins, ages, disability status, sexual orientations, gender identities, military or veteran status or other status protected by law.

- Experience in general administration, reporting and document management, preferably within a Human Resources function; or business operations function.
- Strong administration and written communication skills with excellent attention to detail and passion for delivering work to a high standard.
- Strong organisational and time management skills including the ability to manage competing and/or changing priorities, and deliver to deadlines.
- Proven team oriented approach to work, with demonstrated ability to work collaboratively and co-ordinate information flows within the team and with other business areas;
- Well-developed communication and interpersonal skills and the ability to interact positively with a wide variety of stakeholders with the confidentiality, professionalism and discretion required in a HR function;
- Demonstrated drive and initiative, with a proactive approach to work and willingness to undertake tasks outside of core remit; and
- Good research, analytical and problem solving abilities.

ORGANIZATIONAL COMPETENCIES

Builds Relationships	Builds productive relationships by interacting with others in ways that enhance mutual trust and commitment.
Collaboration & Teamwork	Works collaboratively with stakeholders across levels, geographies, backgrounds, and cultures to improve decisions, strengthen commitment, and be more effective.
Communicates Authentically	Communicates proactively and in a timely manner to share information, persuade, and influence with the appropriate level of detail, tone, and opportunities for feedback.
Develops Others	Takes ownership to help develop others' skills, behaviors, and mindsets to help them maximize their workplace contributions.
Drives for Results	Sets challenging goals and objectives based on a strong sense of purpose and high-performance standards and steadfastly pushes self and others for tangible results, while ensuring work-life balance.
Leverages Difference	Demonstrates commitment to harnessing the power of differences strategically; consistently sees, learns from, and takes strategic action related to difference; and demonstrates the self-awareness and behaviors to work across differences of identity and power respectfully and effectively with all stakeholder. Actively seeks to build and retain a diverse workforce and fosters an equitable inclusive workplace by drawing upon diverse perspectives.
Systems Leadership	Thinks and acts from a broad perspective with a long-term view and an understanding of 1) the dynamic nature of large-scale challenges and 2) the need for integrating five key practices: skillfully engaging appropriate people; providing a clear process for change; taking a holistic view of situations; focusing on a small number of strategic actions, while learning from and adapting them over time; and being aware of how one's own thinking or patterns of behavior may be limiting change.

This description is not designed to be a complete list of all duties and responsibilities required for this job.

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