

**Why we are here**

To stop the degradation of the planet's natural environment and to build a future in which humans live in harmony with nature.

[www.wwf.org.au](http://www.wwf.org.au)

# Job Description

WWF-Australia

ABN 57 001 594 074

<b>Department</b>	Finance, IT and Operations
<b>Job matrix group</b>	WWF Clerical and Administrative
<b>Job matrix level</b>	4
<b>Job title</b>	Operations Officer
<b>Reports to</b>	Operations & Risk Specialist
<b>Direct reports</b>	Nil
<b>Location</b>	Sydney Office
<b>Job type</b>	Full Time Fixed Term Contract
<b>Contract Period</b>	1 year; Fixed Term Period
<b>Hours per week</b>	38
<b>Approval</b>	People and Culture Director
<b>Approval date</b>	03/16/2021
<b>Organisational context</b>	<p>For over 50 years WWF has been a leading voice for nature. We are the world's largest conservation organisation, working in 100 countries and with over 5 million supporters. WWF-Australia is the 7th largest member of the WWF Network. We work with governments, businesses and communities on environmental issues with a single mission: to build a world where people live and prosper in harmony with nature. We have our foundation in science and we work towards a sustainable planet, striving to conserve biodiversity in Australia and throughout the Oceania region. Behind the scenes of our on-ground conservation projects are teams of scientists, policy and communications experts, lawyers and other specialists, all supported by our regional and national staff members. WWF-Australia does not engage in activities that support political parties, seek to persuade members of the public to vote for or against particular candidates or parties in an election, participate in party political demonstrations, or distribute material designed to underpin a party political campaign.</p>
<b>Department context</b>	<p>WWF-Australia's strategy requires all staff to support the delivery of eight conservation goals: Secure Sustainable Food, Save Threatened Species, Create a Low Carbon Future, Protect our Marine Life, Conserve Nature with Equity, Stop Big Bad Things, Engage Millions of People as a Voice For Nature, and Grow Investment into Conservation Impact.</p> <p>Finance, IT and Operations provides critical information and analysis to support strategic decisions and identify opportunities for organisational growth. This includes financial accounting, reporting, organisational risk and compliance, transactional and project management, and provision of facilities, IT and communications infrastructures to underpin a collaborative and flexible multi-site workforce.</p>
<b>Purpose of job</b>	<p>This position supports the Operations and Risk Specialist to ensure professional, smooth running, and sustainable workplace environments that facilitate efficient ways of working for WWF-Australia staff. The position helps coordinate and support general</p>



workplace management including facilities and utilities, remote work setup, procurement, sustainability, and tenant management. As the first point of contact in the Sydney office, the position provides exceptional customer service to guests, and promotes the positive image of the WWF-Australia brand. This role is also one of the primary contact points for all WWF offices around the country, to ensure an inclusive and holistic approach to Operations management. The role is part of the broader CFO team and works closely with the People and Culture team.

### **Key accountabilities**

- Assists the Manager to maintain and improve sustainable workplace operations and procedures, including facilities management, general workplace running, utilities, meeting spaces, stationery, archiving and storage;
- Undertakes preventative and reactive day-to-day maintenance of WWF workplaces and, in consultation with the Manager, liaises with building managers;
- Responds to queries submitted to Operations and escalates priority matters to the Manager, and follows up on resolutions;
- Helps to facilitate Office and other workplace setup, including working with People and Culture to ensure risks and hazards are addressed.
- Manages day-to-day mail and courier services;
- Acts as the first point of contact, handling walk-in enquiries from the general public at the Sydney office;
- Supports the Manager in telecommunications management, including: teleconferencing, equipment and peripherals, reconciling invoices, servicing internal requests, and maintaining related records;
- Facilitates communication with all WWF workplaces and remote staff, to ensure working environments are operating efficiently in a safe manner;
- Works with the Manager to liaise and strengthen relationships with existing and prospective external suppliers and partners to develop a strong preferred supplier network, including associated administration and documentation;
- Supports the Manager to implement operational Workplace Health and Safety recommendations made by the Emergency Control Organisation.
- Supports the Manager with other ad-hoc operational exigencies that may come up from time to time.

### **Job level responsibilities**

- Contributes to operational planning, systems, processes, delivery and reporting.
- Complies with legislation, standards, policies and practices, particularly Advocacy with Excellence, Information Security, health and safety, child protection, security, sustainability, and equal employment opportunity.
- Aligns own work with WWF's mission, Guiding Principles, Brand and I-CCaRe Values – Acts with Integrity, Collaboration, Courage, Respect.
- Seeks approval from the CEO for international travel.
- Performs administration and reporting.

### **Relationships & communications**

Team-working is WWF's preferred way of working requiring positive and constructive relationships across the organisation. Key relationships include:

- The public, visitors and stakeholders;
- Internal customers
- Suppliers on procurement and office maintenance issues
- IT, Finance, and People and Culture

**Job Challenges**

- The geographically dispersed nature of WWF staff requires requires the skills to build trust and work collaboratively to achieve engagement across offices.
- Maintaining a high level of customer service and managing multiple priorities.
- Applying judgement in knowing when to escalate a critical issue and to whom.
- Working in an agile and growth-oriented environment.

**Essential selection criteria**

- Office administration experience, ideally in a similar role.
- Proven interpersonal skills and strong customer service ethic.
- Demonstrated good verbal and written communication skills.
- Track record in using initiative to help staff, trouble shoot and problem solve.
- Experience working with external suppliers relating to procurement/facilities.
- Experience identifying, implementing and supporting organisational sustainability initiatives.
- Proven ability in coordinating multiple priorities and deadlines in a fast-paced environment, with strong attention to detail.
- Ability to work autonomously, as well as demonstrated experience working on multiple projects with other teams.
- Intermediate level computer skills in Microsoft Office (Word, Excel).

**Desirable selection criteria**

- Interest in environmental conservation and workplace sustainability practices.
- An understanding of, and support for, workplace sustainability principles
- Working knowledge and interest in workplace health and safety principles.
- Level 1 IT support skills.

**Credentials**

A tertiary degree or certification in an appropriate field of study, and/or equivalent experience.

**Job requirements**

- After hours work on infrequent occasions.
- Interstate travel infrequently and with advance notice.
- A full Australian driver's licence.
- Award covered position - Clerks—Private Sector Award, Level .

**How to apply**

Applicants can apply via [http://www.wwf.org.au/about\\_us/work\\_with\\_wwf/](http://www.wwf.org.au/about_us/work_with_wwf/). Only those applicants applying online via the eRecruitment System will be considered. Please include the following two attachments: (1) a cover letter/statements against the selection criteria and (2) your resume (CV), including two referees.