



## **Capire Consulting Group**

### **Administration Coordinator**

#### **Position Description, October 2021**

#### **About us**

Capire Consulting Group is a specialist community engagement company.

We design and deliver tailored engagement strategies to build understanding, create local ownership and to inform sustainable decision making. We use a lens of diversity, inclusion and accessibility to maximise social benefit on all our projects. Our team are skilled listeners, communicators, researchers, facilitators and problem solvers.

Capire Consulting Group Pty Ltd is a 100% privately owned and operated professional services consultancy providing specialist community and stakeholder engagement services for clients in all levels of government, the not for profit and commercial sector.

Capire is also a certified B Corporation. B Corps use the power of business to solve social and environmental problems, redefining success by voluntarily meeting higher standards of transparency, accountability and performance. More information can be found at <https://www.bcorporation.net/what-are-b-corps>.

#### **Role**

The Administration Coordinator delivers a range of functions and services to ensure the efficient and effective operation of the business.

The role supports internal and external stakeholders:

- **EXECUTIVE:** delivering administrative services and business support functions
- **TEAM MEMBERS:** delivering an organised and adequately resourced physical and digital working environment, operational services and project support activities
- **CLIENTS:** delivering as needed administrative support for project delivery and our Client Services team, including event management, logistics, marketing and external communications activities

The Administration Coordinator provides advice to the Executive team on matters such as office management and procurement requirements, processes and systems development and enhancing the workplace experience of team members.

Your role will include:

- Deliver administrative support to the CEO and executive team, including CEO's emails management.
- Deliver administrative support to the Capire team which meets client expectations including project and event management support, and booking team travel and accommodation
- Provide external customer service including reception services, managing and distributing mail, telephone and email correspondence

- Facilitate team communication and activities, including arranging team meetings and training, and preparing regular and ad hoc communications
- Contribute to the development of new client opportunities including managing incoming tenders, data input and integrity in the CRM database, and administrative support for the preparation of proposals as needed.
- Supporting project close out activities including seeking client feedback, identifying and reporting trends and themes in client feedback and document management.
- Contribute to maintaining data integrity in the project management and file management systems; maintain and develop document templates, instructions and guides, and support the induction of new staff to systems and processes
- Manage administration procurement (including office supplies and consumables) within budget and in alignment with Capire policies on impact to meet BCorp requirements; research and develop innovative approaches to improving organisational practices to achieve impact goals
- Maintain systems and resources including ICT hardware, software and subscriptions, office equipment and other physical and digital resources; liaise with external ICT support to troubleshoot issues and implement new solutions
- Support Accounts Payable and supplier information management functions through invoice management and liaison with the external bookkeeper
- Coordinate OHS requirements including implementing policies and procedures, and driving compliance through effective communication
- Coordinate building management and maintenance matters including internal logistics, and cleaning and hygiene services

### **Who are we looking for?**

- A motivated administration professional, driven to deliver exceptional operational services with a focus on team culture, and internal and external stakeholder satisfaction
- Proven experience in business administration/operations or corporate services
- A highly organised, proactive person who manages competing demands and achieves deadlines
- A calm drama free, no fuss, person who can maintain the highest levels of confidentiality is essential
- A flexible attitude who can work collaboratively to build strong, long term and effective relationships with team members, suppliers and clients that maximise business and community value
- A problem solver who can easily multi-task, learn new things and prioritise work effectively with diligence and hands-on confidence
- A person who is motivated to do good in the world and to a high ethical standard
- Demonstrated skills in Xero accounting software, MS Office suite and CRMs/work management systems preferable



### **What we offer**

The salary will be negotiated with the successful applicant, based on level of experience.

An indicative full time equivalent (FTE) salary range is between \$60k to \$70k excluding super, depending on experience. This will be pro-rated for a part time appointment.

We offer a flexible working environment, with opportunity to work reduced hours and flexible leave provisions. Our office is based in Carlton, Victoria.

Capire also has a range of staff employment benefits and has a salary bonus policy for staff based on individual and collective performance. Tailored accountabilities, KPIs and professional development plans will be developed in collaboration with the Administration Coordinator.

Providing a supportive, inclusive workplace that celebrates diversity is part of our DNA. We provide equal opportunities to all persons without discrimination in our recruitment processes. Please contact us for more information on our Equal Employment Opportunity Policy.