



DRESS FOR[®]

SUCCESS

SYDNEY

Role: Operations Administrator

Terms: Full Time Permanent; salary band \$65k-\$70k package

Organisation: Dress for Success Sydney (NSW)

Location: Marrickville, Sydney

Role with a purpose: *Working with a life changing female empowerment charity*

Dress for Success exists to help women facing disadvantage achieve financial independence, providing the practical tools to support them achieve employment.

This is an exciting opportunity for an experienced Operations Administrator with who enjoys customer service, confident working with a diverse range of people. We're looking for someone who can make things happen, enjoys multi-tasking, is self-motivated, with a resourceful attitude and a keen eye for detail. You will have a strong digital capability and proficient computer skills; Microsoft software and Sales Force experience preferred.

Critically as part of key administration functions this role is responsible for the daily data entry and data management of client, volunteer, and supporter ensuring the database is consistently updated and accurate. Supporting the Operations Manager and CEO this role fulfils the day-to-day client services co-ordination and administration needs for the office, including all digital office management platforms.

You will approach your work with: Compassion, Courage, Communication, Confidence, Consistency, Congruence.

Key Responsibilities

- Salesforce administration
- Administer Microsoft Teams and SharePoint
- 'Style Delivered' administration
- Reception 'Front of house' management
- Phone management
- Email management of two organisational email boxes
- Office, Client and Volunteer administrative functions
- Maintain general upkeep of showroom and office space

Position Description

Title	Operations Administrator
Department	Dress for Success Sydney
Reports to	Operations & Volunteers Manager
Term	Permanent Full-Time; salary band \$65k-\$70k package

Our Organisation

Dress for Success Sydney (DFSS) is a registered charity that improves the employability of disadvantaged women, trans women and non-binary people comfortable in women's spaces who are in need in NSW. This is achieved by providing, free of charge, professional clothing, a network of support, coaching and career development tools to help women achieve self-sufficiency.

We welcome all women, trans, and non-binary people comfortable in women's spaces.

Our Mission and Values

The mission of Dress for Success is to empower women to achieve economic independence by providing a network of support, professional attire and the development tools to help women thrive in work and in life.



Empowerment

We exist to empower women by giving them the courage and confidence to change their lives for the better



Trust

Trust underpins everything we do at Dress for Success Sydney. We operate with integrity; we do what we say we will do; you are in good hands no matter how you interact with our organisation.



Respect

We aim to discover and honour what is special in every individual. Everyone deserves to be treated with respect and we promise to do just that



Equality

Inclusiveness and fairness are not just buzz words to us. At Dress for Success Sydney, you will be treated as an equal no matter your background, lifestyle, or circumstances.



Professionalism

We help women in need get a fair go at employment. We aim to set the standard for professionalism.



Collaboration

When we work together, we achieve so much more. We know the value and importance of partnerships and work collaboratively with our staff, volunteers, clients, referral partners, national affiliates, and other charities to deliver on our mission.



Excellence

Social and environmental impact is at the heart of everything we do. We perform to the highest level to achieve the best outcomes for our clients and ensure the sustainability of our organisation.

Position Purpose

The Operations and Administration Officer sits in a unique position for being the 'first impression'. For an organisation focused on helping women to make their first impression truly count, this is a key role. As front-line communications and administration for the DFSS this role is the face of the front desk, the voice reception, the first email responder.

Critically as part of key administration functions this role is responsible for the daily data entry and data management of client, volunteer, and supporter information through Salesforce Lightning Non-profit Success Pack ("NPSP") ensuring the database is consistently updated and accurate.

Supporting the Operations Manager and CEO this role fulfils the day-to-day client services co-ordination and administration needs for the office, including all digital office management platforms.

Key Responsibilities

- Salesforce administration, creating monthly dashboards and convert daily leads and create opportunities for all data types.
- Administer Microsoft Teams and SharePoint, setting up internal team meetings, managing project groups and share filing.
- 'Style Delivered' administration, including courier booking and label printing and associated data management and reporting.
- At 'front of house' maintain neat and pleasant work environment to ensure best first impressions are maintained.
- Take receipt and log clothing donations, updating sales force.
- Email management of two organisational email boxes

- Administrative functions relating to Volunteers including the WWC and Police checks and associated induction paperwork and process for new volunteers.
- Phone management, answer phones, effectively manage messages and follow through as required with appointments into Calendly/Salesforce simultaneously.
- Client management, including matching a client with a volunteer for dressing appointments in the showroom and updating volunteer schedules as necessary.
- Maintain general upkeep of showroom and office space, ensure rubbish collection and recycling bins are in place, ordering of bathroom replenishments and office supplies, and rostering of kitchen and office chores.
- Organisational administration tasks required to support daily operations, and assistance with ad hoc duties as requested by the CEO and Operations Manager.

Required Capabilities, Mindset and Experience

- Capacity to make things happen-pragmatic, able to multi-task and self-motivated, resourceful attitude.
- Strong digital capability and proficient computer skills with high level of experience with Microsoft software.
- Salesforce Lightning Non-profit Success Pack ("NPSP") and CRM experience essential.
- Experience with Mail Chimp advantageous.
- Attention to detail and accuracy, with high aptitude to working with processes driven practices, providing accurate and timely data management and administration support.
- Passion for our customer service-delivered with empathy, confidence & engaging energy.
- Effective time management, problem solving and multi-tasking skills.
- Clear communication skills, with high level of professionalism and experience with client and stakeholder reception engagement.
- Cultural awareness and integrity-respect for others and confidentiality.
- Passionate and committed to supporting and enhancing the lives of women.
- Ability to engage and interact with people from all walks of life.
- Hold a current NSW Working with Children Check.
- Strong preference for double COVID19 vaccination status.

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