

Network Support Coordinator
Good Things Foundation Ltd
(Australia)

POSITION DESCRIPTION



Good Things
Foundation

Job title	Network Support Coordinator
Reports to	Network Delivery Manager
Location	Sydney (Hybrid)
Hours	Fixed Term Full Time
Leadership of	N/A
Reviewed	October 2024
Salary	\$65,000p.a
Benefits	<p>Good Things Foundation have a variety of benefits available to our employees including:</p> <ul style="list-style-type: none">• Salary packaging - Additional \$15,900 tax free component• Additional 3 days paid leave between Christmas and New Year• Generous annual learning and development budget• Flexible working arrangements and a combination of work from home and collaboration time in the office• Employee Assistance Program (6 sessions per employee and their family members)• Access to contemporary co-working space at the Hub, Hyde Park• A diverse and inclusive workplace, where different cultures are celebrated and reflected upon
Position Purpose	<p>As part of the team at Good Things Australia, you will serve as a vital link between the organisation and its Network Partners, supporting digital literacy and grants programs. Your role will include providing first-line support via our helpline, addressing basic queries, and escalating complex issues to appropriate teams. You will also engage in outbound calls to network partners, promoting grant applications, program improvements, and available resources.</p>

	The role requires a self-starter who collaborates well with a team, demonstrates initiative, and provides exceptional customer service to strengthen relationships with network partners. Administrative support tasks may also be required to assist in the successful operation of the programs.
Organisations	<p>Good Things Foundation Australia is a social change organisation focussed on improving people's lives through digital technology. Innovative and ambitious, we are a registered charity in Australia and are part of the Good Things Foundation Group, headquartered in the UK.</p> <p>Since establishing in Australia in 2017, Good Things Foundation Australia has become a leader in the digital inclusion sector in Australia and built a reputation for reliable delivery of Federal Government funding contracts. Having progressed through this start-up phase to secure an additional three years of government funding, the organisation is ready to diversify to expand its reach and impact.</p>

Key objectives and accountabilities	
1. Customer Service	<ul style="list-style-type: none"> • Help the team provide first level response to helpline calls and emails to a high professional standard between the hours of 9am to 5pm, Monday to Friday • Answering and recording customer enquiries/issues, to resolve simple issues as they arise, and escalating others appropriately. • Recording and maintaining customer interactions on the Salesforce CRM to a high standard. • Conduct follow-up or escalation of helpline calls and emails using protocols and Salesforce CRM. • Communicate and follow up with relevant team members, as required. • Listening and responding to voicemails. • Assist in updating, maintaining and expanding resources and databases. • Provide general relevant administrative support, as required, which might include basic data entry or preparation of simple documents (e.g. agenda for team meetings) • Participate in regular meetings such as staff and team meetings.

	<ul style="list-style-type: none"> • Build and maintain a strong working relationship with other teams, particularly with responsibility for engagement with network partners/learners. • Providing general support to network members or learners experiencing issues with our website or Network portal.
2. Network Engagement	<ul style="list-style-type: none"> • Induction call to welcome new organisations into the network. • Assist the network with any technology issues via support appointments. • Act as key support contact for groups of the network partners. • Build relationships with the network. • Conduct informational and engagement webinars to build relationships. • Attend events with the network or other partners, when required. • Support with network online engagement activities
3. Corporate Responsibility	<ul style="list-style-type: none"> • Ensure your work is always in the best interests of Good Things Foundation and the Network • Support colleagues across the organisation to deliver their objectives • Be proactive in undertaking your responsibilities and supporting your team and the Network • Compliance with our corporate systems and processes and becoming champions of these

Person Specification	
Essential Knowledge Skills and Experience	<ul style="list-style-type: none"> • Good understanding of basic technology in a business environment. • Excellent customer service and problem solving skills. • Good vocabulary and attention to detail, including grammar and spelling for recording and responding to emails. • Good organisational and prioritisation skills.
Desirable Knowledge and skills	<ul style="list-style-type: none"> • Experience with Google Suite (desirable), Apple products and other business systems. • Proficient in Salesforce Not For Profit Experience Cloud or other CRM database experience, preferred.

Good Things Foundation Behaviours	<p>Commitment to ongoing growth and development and aligned to our behaviours of:</p> <ul style="list-style-type: none"> • We are Positive • We are Creative • We are People Focused • We are Curious • We are Collaborative
Education and qualifications	<ul style="list-style-type: none"> • Degree in a relevant field
Other Requirements	<ul style="list-style-type: none"> • Collaborative, flexible, adaptable and resilient • Demonstrable commitment to equality, diversity and inclusion • Demonstrable commitment to using technology, data and insights to monitor progress and improve • To comply with our organisational Safeguarding Policies and Procedures • To satisfy our pre-employment checks