

Position Title	Operations Coordinator
Team / Program of Work	Core Services / Empower
Reports to	Operations Director
Direct Reports	Nil
FTE / Fixed / Perm	0.8 FTE (Fixed-term)
Office Location	Melbourne
October 2025	June 2024

About the Role

Reporting to the Operations Director, the Operations Coordinator is the first point of contact within the Operations team for all administrative and operational queries in the Melbourne office, while also providing support to the wider organisation.

This role plays a pivotal part in ensuring the smooth day-to-day running of the organisation by coordinating key projects, assisting with internal processes, and supporting organisational initiatives. The Operations Coordinator will also contribute to the planning and delivery of team and organisational events as required.

The successful candidate will be highly organised, proactive, and personable, with the ability to build and maintain strong working relationships both internally and externally. They will thrive in a fast-paced environment and demonstrate a commitment to operational excellence and collaboration across teams.

Key Responsibility Areas

Project and Events support (40%)

- Provide support in organising the running of key organisational projects, including event management in the Melbourne office
- Work along the Events Lead in booking event travel and accommodation for both internal and external stakeholders as required by the organisation.
- Work alongside Climate Council teams to support them in a variety of key project deliverables relating to events and operations.
- Alongside the Events Lead, be the key contact with external providers for organisation events.
- Ensure working groups in person days are coordinated, booked and catering is set in advance to ensure the smooth running of the day.

Administrative support (40%)

- Provide high level administrative support and complete operational tasks to support the Climate Council team as required.

- Coordinate and maintain effective calendar and filing systems for the organisation.
- Support the Operations Director with projects and/or operational and administrative tasks as required.
- Be able to step in and provide admin support to teams across the organisation when required to support their work.
- Be the first point of contact for the #help_operations channel on slack, providing support to staff within the organisation when needed.
- Ensure record keeping in all aspects of work is up to date and accurate.
- Liaise with staff members around flights and accommodation, including facilitating last minute changes with the support of our travel agent.

Melbourne office Administration (20%)

- Support the Operations Director in the day to day management of the Melbourne office space, including watering plants and keeping the space tidy.
- Liaise with key contacts as required to support the office space.
- Support staff with questions regarding the office.

Experience

- Experience working as an administrator, project or event coordinator or similar role - production assistant/coordinator
- Ability to multitask and provide support to multiple people and teams across the organisation
- Excellent attention to detail
- Experience working with a broad range of workplace systems. Working knowledge of G-suite; slack, Monday.com; Humanitix or similar tools
- Demonstrated interpersonal skills with the ability to build and maintain relationships with internal and external stakeholders.
- Confident troubleshooting and problem-solving; ability to make decisions when needed, with a solutions mindset.
- Ability and willingness to foster and initiate continuous improvement
- Highly developed time management, planning and organisational skills with the ability to prioritise and meet deadlines.

Skills Areas

Relationship Cultivator	Develops healthy, productive and positive relationships with internal and external stakeholders
Adaptable and flexible thinker	Able to adjust to different personalities, changing environments, work processes, situations and demands.
Growth Mindset	Open to learning new skills and motivated to tackle challenges
Team Player	Having a collaborative spirit, sharing knowledge and experience and both asking for, and offering help to others.

Behavioural Competencies

VALUES	BEHAVIOURS
We are brave and bold	<ul style="list-style-type: none"> • Drive change • Be confident • Lead by example
We are hopeful and solutions focused	<ul style="list-style-type: none"> • Persevere • Foster optimism • Empower others • Build and nurture relationships
We act with integrity and communicate honestly	<ul style="list-style-type: none"> • Communicating transparently • Act ethically • Be accountable

Acknowledgement of the Role

I acknowledge that I have read and understand this position description as the basis of the role. Furthermore, I accept that this position description may be reasonably amended by the Climate Council Australia from time to time in line with changes to the organisation's requirements and strategy.

Manager Name:

Employee Name:

Manager Signature:

Employee Signature:

Manager Date:

Employee Date: