



POSITION DESCRIPTION

Position

Operations & ICT Coordinator

Overview

The Operations & ICT Coordinator is responsible for maintaining key operational functions across the organisation, including telecommunications, security, office maintenance, facilities management & property leases, ICT support, document management (including SharePoint and intranet development), policy development & management, car fleet administration, and HR documentation processes.

The role requires a proactive approach to operational efficiency, compliance with legislation and company policies, and engagement with external providers to ensure seamless service delivery.

The Operations & ICT Coordinator will play a crucial role in maintaining infrastructure and enhancing technical systems.

Role Description

The Operations & ICT Coordinator will be responsible for:

Telecommunications & Security

- Liaising with telecommunications suppliers with contract negotiations
- Overseeing mobile transfers, equipment and Loop phone system management
- Training of staff in use of Loop phone system & mobile application
- Administering the security operations in Melbourne, including access controls, surveillance, and security policies.

Office & Facilities Management

- Supervising office maintenance in Melbourne, ensuring facilities are safe, functional, and compliant with national workplace standards.
- Coordinating, with Membership & Operations Director, any project management of building sales, fit-outs, office moves and liaising with landlords for lease agreement renegotiations.

ICT & Systems Support

- Providing basic ICT support (to Melbourne office) and managing hardware setups in collaboration with external service providers.
- Leading SharePoint and intranet development and maintenance to enhance internal communication and document management.
- Supporting the Membership & Operations on delivery of IT strategy with the external ICT suppliers

- Managing printers, office furniture, cleaners, trades people to support effective and efficient ongoing business operations run with minimum disruption.

Fleet & Asset Management

- Managing the organisation's car fleet, ensuring optimal use, replacement orders and maintenance schedules are adhered to.

This is not a comprehensive list and may include other duties and responsibilities that are required to support the operational and administrative functions as directed from time to time by the Membership & Operations Director.

Selection Criteria

We are looking for candidates with:

- Experience in ICT Support: Capable of providing basic technical support, troubleshoot issues, and coordinate with external agencies for advanced support.
- Technical Systems & Software Knowledge: Familiarity with phone systems, security systems, and office hardware.
- SharePoint & Intranet Management: Experience developing and maintaining document management systems within SharePoint, and internal intranet platforms.
- Office operations & Facilities Management: Experience overseeing office operations & utilities, property management, and lease agreements.
- Strong Communication Skills: Ability to liaise effectively with internal stakeholders and external service providers.
- Excellent Organisational & Problem-Solving Skills: Ability to manage multiple operational functions and ensure efficient service delivery.

Salary & Conditions

- Competitive salary based on experience (expected Grade 3 under our Enterprise Agreement).
- Flexible working arrangements, including hybrid work options where applicable.
- Generous leave entitlements and additional benefits.

Further Information

We encourage applications from candidates with diverse backgrounds, including Aboriginal and Torres Strait Islander people.

Applications should include a cover letter addressing the selection criteria and a CV.

For further inquiries, please contact Membership & Operations Director Marni Bradley at mbradley@professionalsaustralia.org.au

