

Integrity Systems Coordinator

Oxfam is committed to preventing any type of unwanted behaviour at work including sexual harassment, exploitation and abuse, lack of integrity and financial misconduct. Oxfam is committed to promoting the welfare of children, young people and adults. Oxfam expects all staff and volunteers to share this commitment through our code of conduct. We place a high priority on ensuring that only those who share and demonstrate our values are recruited to work for us.

Position Number	0741
Classification	Category 4
Section/Unit	Operations
Reports to	Risk, Integrity & Compliance Manager and such other persons as directed
Hours of Work	35 hours per week

Scope of Position

The Integrity Systems Coordinator will provide comprehensive, customer focused, and pragmatic support to a number of business functions within Oxfam Australia, in line with operational objectives in the areas of integrity, risk and compliance.

In support of the Risk, Integrity & Compliance Manager, the role is responsible for coordinating the policies, procedures and systems that support the effective operationalisation of Oxfam Australia's risk, integrity and compliance frameworks. The role works across functional areas to support alignment, accessibility and consistent application of these frameworks, and supports the adoption of best practice approaches to strengthen consistency and effectiveness in areas such as risk management, fraud and corruption, terrorism financing, complaints and whistleblowing, policy management, and crisis management.

Key Responsibilities

General

Provide comprehensive administration and coordination support to the Risk team, and ad hoc support to the broader operations function as required, including:

- Maintaining and improving resources and coordinating the availability of resources (i.e. ensuring they are up to date and readily accessible on external and internal platforms).
- File and calendar management.
- Support for meetings, committees and trainings sessions.

Risk

- Support with implementation and maintenance of OAU's Risk Management Framework, including coordinating the risk management system and processes.
- Coordination and administration of OAU's online risk management tool (build using PowerApps).
- Work with risk champions across OAU teams to identify, document, monitor, and update team-level risks, controls, and actions, ensuring consistency and data quality.
- Assist in the preparation and coordination of risk reporting.

Compliance

- Support the Risk Manager in coordinating mechanisms and systems that promote organisational accountability and compliance (including compliance registers and associated action plans), and in promoting staff awareness of their compliance responsibilities and accountabilities.
- Assist in monitoring compliance with screening requirements across affiliates, including coordinating spot checks and identifying variances against OI protocols and contractual obligations.
- Provide guidance and support to OAU staff on counter-terrorism screening requirements, including facilitating the submission of screening in line with established processes.
- Support the assessment and documentation of country-level terrorism financing risk ratings, in line with established methodologies and guidance.
- Maintain training records, track completion rates and follow up as required to support organisational compliance.

This role supports awareness, coordination, and monitoring of compliance processes, and does not hold accountability for compliance outcomes.

Complaints & Whistleblowing

- Coordinate the implementation and maintenance of OAU's Complaints Policy and associated procedures.
- Provide guidance to staff on complaints and whistleblowing processes, including triaging and referral pathways, to support appropriate handling in line with established procedures.
- Support with complaint and whistleblowing mechanisms (including triaging complaints received by risk team via 1800 number, administration of systems such as Whispli and CLUE).
- Support with record keeping and reporting.

Policy Management

- Coordinate the maintenance and management of organisational policies, including the maintenance of a central policy register.
- Coordinate policy review.
- Coordinate OAU's Policy Resource Library.
- Support OAU staff on policy development and approval.
- Provide advice and support to staff on the topic of policy management at OAU, incl. training.

Crisis Management

- Act as CMT Coordinator for Crisis Management Team where appropriate.
- Maintaining up to date contact list for crisis management.

Living our Values

Your strong commitment to Oxfam Australia's values will be essential in achieving desired results in all aspects of our work.

- **Equality:** We believe everyone must be treated fairly and have equitable access to rights and opportunities.
- **Empowerment:** We foster a culture of trust where everyone has the tools, information, and safety to make decisions, take ownership, and grow through learning — including from mistakes
- **Solidarity:** We collaborate across boundaries and sectors, guided by integrity and shared purpose, to promote human rights, advance justice, and work towards a just and sustainable world.

- **Inclusiveness:** Ensuring all perspectives are welcomed and valued and calling out exclusionary behaviours when they arise to foster a truly respectful and inclusive workplace.
- **Accountability:** We act with integrity and take responsibility for following through on our commitments — to each other, to our partners, and to the communities we serve
- **Courage:** We speak up, own our mistakes, and embrace bold, thoughtful action that addresses the root causes of problems and inequity to create meaningful change.

Technical Knowledge & Experience

Required:

- Demonstrated experience coordinating processes, systems, or administrative functions within a risk, compliance, governance, or operational environment.
- Experience maintaining and administering risk registers or risk management systems, including ensuring data quality, consistency, and regular updates.
- Working knowledge of risk management, compliance, or integrity frameworks.
- Experience supporting reporting processes, including collating data and preparing reports for internal stakeholders.
- Experience coordinating across multiple teams or stakeholders to ensure consistent application of processes and frameworks.
- Proficiency in using systems and tools to manage information, track activities, and support reporting (e.g. databases, spreadsheets, or governance systems).
- Demonstrated experience in administration, reporting, and document management, with strong communication and interpersonal skills, and intermediate proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint).
- Experience supporting and delivering staff training or presentations, effectively communicating information to build understanding of organisational processes and systems.

Highly Desired:

- Working knowledge of risk management, compliance, or integrity frameworks within the Australian not-for-profit sector, particularly in an international NGO context, with experience in complex confederated organisational structures highly regarded.
- Experience coordinating or administering an online risk management system or platform.

- Experience coordinating information management systems using Microsoft Power Platform.

Personal Skills & Attributes

- Proactive and adaptable approach to work, with demonstrated initiative, ability to analyse and use data and insights to inform improvements, and willingness to support tasks outside core responsibilities where required.
- Trustworthiness in handling sensitive information and maintaining confidentiality when necessary.
- Strong organisational and coordination skills, with the ability to manage multiple tasks and maintain attention to detail.
- Strong interpersonal and communication skills, with the ability to build and maintain effective relationships with diverse internal and external stakeholders, and to communicate openly, seek feedback, and adapt approach as needed.
- Highly organised, with the ability to manage multiple tasks, maintain accuracy, and meet deadlines, combined with a proactive, flexible, and solutions-focused approach to work.
- Collaborative and team-oriented, with a willingness to support colleagues and contribute to shared organisational goals.
- Analytical and curious mindset, with the ability to interpret information and data, identify improvements, and apply practical solutions.
- Commitment to continuous learning, with a growth mindset and willingness to build new skills and capabilities.
- Sensitivity to cultural differences and gender issues, as well as the commitment to equal opportunities.
- Openness and willingness to learn about the application of gender/gender mainstreaming, women's rights, and diversity for all aspects of development work
- Commitment to Oxfam's safeguarding policies to ensure all people who come into contact with Oxfam are as safe as possible.
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Travel

There is no requirement to travel for this position.

Child Safeguarding

Oxfam is committed to preventing any type of unwanted behaviour at work including sexual harassment, exploitation and abuse, lack of integrity and financial misconduct. We are committed to promoting the welfare of children, young people and adults. Oxfam expects all staff, volunteers and representatives to share this commitment through our Codes of Conduct. We place a high priority on ensuring that only those who share and demonstrate our values are recruited to work for us. Therefore, our people are required to comply with the One Oxfam Child Safeguarding and Protection from Sexual Exploitation and Abuse policies and sign the One Oxfam Employee Code of Conduct and Oxfam Australia Child Safeguarding Code of Conduct.

- This role requires access to information relating to children.