

Role Description:

Operations Support Officer – Asset

Reports to	Asset Operations Specialist
Employment Status	Permanent employee
Working Hours	Standard business hours and additional time as required by the role

Role Purpose

As an Operations Support Officer at Orange Sky (OS), you play a vital role in supporting the management and coordination of our asset fleet across Australia and New Zealand. Your focus is on ensuring the effective and timely delivery of maintenance, incident response, and asset readiness—enabling our services to operate safely, reliably, and with minimal downtime. Through your strong administrative capability, logistical coordination, and stakeholder engagement—including with Vehicle Leaders, suppliers, and contractors—you help optimise asset performance and availability, contributing directly to Orange Sky’s ability to support people experiencing hardship in our communities.

Role Relationships

You will develop close working relationships with internal and external stakeholders that enable you to perform your role effectively.

Role Responsibilities

Roles and responsibilities are as follows, but not limited to:

General

- Helping OS achieve its mission of positively connecting communities through administrative support to the operations function and general ambassador duties.
- Working collaboratively with all OS departments to deliver services.
- Use of current OS (e.g., MyOS, Airtable, Asana etc.) and new systems to deliver your functional role.
- Collecting, analysing, interpreting, and using information and data
- Contributing to OS service and operational procedures relating to service delivery and impact.
- Provide general day to day support for services as required by the Impact team.
- Responsible for timely and considered communication utilising both inbound and outbound systems (email and phone).
- Manage all incoming communication channels including general inboxes, Aircall etc. and respond to all stakeholder enquiries.
- Support the Impact Team with the provision and improvement of services as directed.
- Contribution to developing and implementing strategies to improve and expand community impact, with a focus on building service efficiency and stakeholder support programs.
- Assist with inventory management tasks including ordering, despatch, stocktakes and reporting.
- Assist with responding to Health and Safety enquiries.
- Engage with and support Orange Sky stakeholders (e.g., volunteers, staff, councils, Service Providers.)
- Assist across both functional areas during peak times as required.

Functional: Assets

- Contributes to the safety of the Orange Sky community by providing timely incident support and ensuring compliance with relevant policies and procedures.
- Supports service delivery needs across Australia and New Zealand in a Service Support capacity.

- Actively coordinates and completes maintenance tasks to keep vehicles in safe, working order.
- Builds strong, ongoing relationships with Vehicle Leaders, providing regular updates and support to keep them engaged and informed.
- Assists with the coordination and delivery of new asset builds, ensuring they meet operational requirements and are ready for service.
- Responds to vehicle incidents with urgency and works towards efficient, effective resolutions.
- Liaises with external suppliers, contractors, and volunteers to support preventative maintenance and resolve incidents, ensuring continuity of service.
- Travels to services as needed to provide on-the-ground support or perform Asset Leader tasks, helping reduce asset down-time.

Key Skills and Experience

The applicant ideally has experience in a similar role within a fast-paced organisation, ideally within the not-for-profit sector and working with a large volunteer base.

Additionally, the ideal applicant has:

- Outstanding interpersonal skills, with the ability to engage and communicate effectively with a highly diverse range of people, including volunteers, suppliers, and stakeholders.
- Proven experience in delivering exceptional customer service, with a strong focus on responsiveness and relationship-building.
- Strong written communication and problem-solving skills, with the ability to adapt messaging and approaches to suit varied audiences and situations.
- Ability to travel and work flexibly, including occasional after-hours or weekend support, as required.
- Excellent time management and organisational skills, with the capacity to juggle multiple priorities, manage competing demands, and meet tight deadlines.
- Ability to work both independently and collaboratively as part of a dynamic and fast-paced team.
- Proactive and solutions-focused mindset, with a genuine passion for Orange Sky's mission to support people experiencing homelessness.

- Mechanical or trade background is desirable, to support a practical understanding of vehicle maintenance, asset performance, and technical service delivery.

We can't wait to hear from you!