

Role Description:

Operations Support Officer

Reports to	Team Leader, Operations Support
Employment Status	Permanent employee
Working Hours	Standard business hours and additional time as required by the role

Role Purpose

In your Operations Support Officer capacity, you are expected to provide expert administrative and operational support to optimise and increase Orange Sky's (OS) social impact across Australia and New Zealand.

As an **Operations Support Officer** at Orange Sky (OS), you play a crucial role in ensuring the smooth and efficient execution of administrative and operational functions that support OS's mission to positively impact communities across **Australia and New Zealand**. Your expertise in administrative processes, logistics, and stakeholder engagement and coordination helps to enhance service delivery, service health, streamline operations, and optimise the organisations ability to support people experiencing hardship

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: Volunteers

- Research, activate and build volunteer teams for new shift and new service leads, while maintaining existing shift team volunteer numbers.
- Providing support to all aspects of the general volunteering journey including all aspects of the volunteer lifecycle from recruitment to exiting.

- Establishing & nurturing relationships with volunteers, answering questions and escalating anything that could impact on a positive volunteering experience at Orange Sky.
- Assist in resolving general MyOS queries and issues for volunteers

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 a demonstrated ability to communicate with a highly diverse range of people and manage a large and diverse workforce
- Demonstrated exceptional customer service experience
- Well-developed written skills and problem-solving ability
- Ability to travel and work flexibly as required
- Excellent time management skills and the ability to manage complex and competing demands and meet deadlines
- Ability to work both independently, and within a team
- Proactive attitude, and a genuine passion for our cause.

We can't wait to hear from you!

FIND US



1/32 Billabong Street
Stafford, 4053
ABN: 85 890 622 990

GET IN TOUCH



+61 7 3067 5800
careers@orangesky.org.au
orangesky.org.au/careers