

Position Description: Operations Coordinator

Pay: SCHADS Level 5

Hours: 22.8hrs or 3 days/wk

Core purpose

The role acts as VWT's central point of operational continuity, working closely with everyone in our small team, and external service providers, our stakeholders and supporters.

Coordinate VWT's operations, working with a high degree of initiative, integrity and judgement to maintain effective systems and processes to enable smooth day-to-day functioning of the organisation.

Key functional areas

Operations & Office Management

- Coordinate organisational information management systems and digital records governance
- Coordinate operational systems, office infrastructure, suppliers, and administrative processes
- Staff/volunteer onboarding & offboarding
- Property management including building maintenance coordination.

Operational Process improvement

- Identify and implement improvements to operational systems and administrative processes
- Develop and maintain organisational procedures and operational documentation
- Support organisational compliance and record-keeping requirements
- Monitor operational workflows and escalate issues as required
- Coordinate organisational priorities and administrative deadlines across teams
- Ensure operational systems and governance processes are maintained effectively

Policies and Standard Operating Procedures

- Responsible for coordination, development and review of workplace policies and SOP documentation

CRM & Digital Workspace Management

- Maintain donor records integrity and CRM processes
- Coordinate donor data management, communications workflows, and reporting support
- Provide management support to maintain digital workspace

Communications and engagement

- Coordinate internal communications and administrative support across organisational teams
- Develop, coordinate and maintain processes for communications with donors and external stakeholders
- Manage enquiries and correspondence and act as the central contact point for stakeholders
- Coordinate organisational and executive meetings, scheduling, and logistics
- Event coordination

Governance Coordination

- Coordinate relationship and workflows with external Board governance support provider
- Manage Board portal including governance records, meeting documentation, action tracking, communications and governance calendar coordination
- Coordinate governance administration and compliance processes in partnership with external Board support provider

Grants Support and Reporting

- Provide administrative support during Grants round including acquittal process
- Conduct applicant first-pass eligibility checks and other research in preparation for selection
- Maintain grants database and contacts in CRM

Finance Administration

- Coordinate day to day financial administration processes including approvals, donations, invoices and expenditure, and payroll
- Procurement and vendor management
- Cost control
- Ensure financial controls and procedures are followed
- Maintain documentation
- Liaise with external finance management provider

Skills & Experience

- Experience coordinating organisational operations and administration
- Ability to manage multiple systems and competing priorities
- Strong organisational and process coordination skills
- Strong stakeholder communication skills
- High level of discretion and confidentiality.
- Ability to improve and document organisational processes and workflows
- Strong attention to detail and records management capability
- Highly proficient in digital tools and platforms

- Experience working with CRM systems, governance platforms, automation platforms and workflows cloud-based operational systems and workspaces, accounting software and project management systems
- Experience in financial administration
- Experience supporting governance processes or Board administration
- Experience in event organisation

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We acknowledge the Wurundjeri Woi Wurrung People of the Kulin Nations as the Traditional Owners of the land on which we work.