

ADMINISTRATION COORDINATOR POSITION DESCRIPTION (Canberra)



About Country Needs People

Country Needs People (CNP) is a medium-sized environment non-profit organisation, making positive impact across Australia and beyond. Founded as a standalone organisation in 2020, we work with Indigenous land and sea management groups around Australia to deliver protection and good management of biodiversity and cultural values on land and sea. Our unique approach contributes to a truly sustainable economy and benefits all Australians.

We are a small team, with an office in Canberra and staff and contractors working in a combination of remote and in-office roles.

We work closely and strategically with Indigenous partners, governments, and other stakeholders to enhance the quantity, quality and security of Indigenous-led natural and cultural values management. We combine:

- strategic, non-partisan advocacy to state and federal governments;
- communications campaigns to build a broad public support base across Australia; and
- collaborative project work and organisational advice and support with and for our Indigenous land and sea management partner organisations.

Role Overview

Country Needs People is seeking an experienced and highly organised Administration Officer to play a central role in the smooth and effective operation of our organisation.

Reporting to the Operations Manager, this is a varied, hands-on role suited to someone who enjoys coordinating people, systems and processes and who takes pride in helping a purpose-driven team operate at its best. Working closely with the Operations Manager, CEO and broader team, the Administration Officer will provide operational, administrative and governance support across the organisation.

The role encompasses office management, executive support, governance administration, travel coordination, information technology coordination, cyber security administration, database management and general organisational operations. As one of the key operational support roles within Country Needs People, the Administration Officer will contribute to building efficient systems, supporting organisational growth and ensuring our team has the tools and resources needed to deliver impact.

Reports to: Operations Manager

Direct Reports: None

Location: Canberra, based in the Canberra office.

Employment Basis: Part-time (0.8 FTE), with flexibility to consider 0.6 FTE or full-time (1.0 FTE) for the right candidate.

Responsibilities / Duties

The Administration Officer will provide operational and administrative support across CNP. Under the guidance and supervision of the Operations Manager the areas of responsibility include:

Office Management

- Coordinate the day-to-day operations of the Canberra office.
- Contribute to the development, implementation and continuous improvement of office systems, procedures and administrative processes.
- Monitor office supplies, equipment and facilities.
- Coordinate incoming and outgoing mail, courier services and general office administration.
- Manage the CNP's shared email inbox and ensure enquiries are responded to or directed appropriately.
- Manage CNP's main telephone line, providing a professional first point of contact and ensuring enquiries are responded to or referred appropriately.
- Maintain organisational filing systems and records using Microsoft 365 and SharePoint and other systems as required.

Executive & Team Support

- Provide high-quality administrative support to the CEO, Operations Manager and wider staff team.
- Coordinate meetings, workshops and events, including scheduling, venue bookings, catering and meeting materials.
- Prepare correspondence, reports, presentations and other documentation as required.
- Assist with onboarding new staff and contractors and other administrative HR items.
- Support the Finance Manager with administrative finance tasks including expense claims and credit card reconciliations.

Governance Support

- Assist with Board administration.
- Where requested by the Operations Manager, coordinate Board meeting logistics and support the distribution of Board papers.
- Assist with governance and compliance activities as required.

Information Technology & Cyber Security

- Act as the primary internal liaison for staff for all IT matters.
- Assist in staff onboarding and offboarding for IT systems and equipment.
- Maintain software licences and user access registers.

- Coordinate cyber security awareness activities and support implementation of organisational cyber security procedures under the direction of the Operations Manager and external IT provider.
- Support the Operations Manager in the management of all IT systems, processes and IT service provider relationships.

Travel & Event Coordination

- Coordinate travel bookings for staff, contractors and Board members.
- Prepare travel itineraries and supporting documentation.
- Coordinate accommodation, flights and transport within organisational policies and budgets.
- Assist with logistics for meetings, conferences and Parliamentary events.
- Follow up travel invoices and receipts as required.

Merchandise & General Administration

- Coordinate merchandise inventory, ordering and distribution.
- Support promotional material management.

Information, Data Analysis & Database /CRM Management

- Administer the organisation's CRM (currently Nation Builder and Swiftfox) and support staff to use the systems effectively.
- Ensure data is entered consistently and maintained in accordance with organisational standards and procedures.
- With support of the Operations Manager develop, document and maintain procedures for database management, information systems and related administrative processes.
- Regularly review and cleanse organisational data to ensure it remains accurate, current and fit for purpose.
- Identify opportunities to improve the CRM's where appropriate.
- Produce reports and data extracts to support organisational planning, advocacy, fundraising, communications and reporting requirements, e.g. mailing lists and other reports.
- Work collaboratively with staff to improve the quality, accessibility and consistency of organisational information.
- Ensure organisational records are managed in accordance with privacy, security and record-keeping requirements.

Qualities

We are seeking a person who can contribute their considerable skills to the journey of building a sustainable, high functioning organisation that makes a difference. The ideal candidate will be:

- A highly organised person with excellent time management skills
- Demonstrates initiative and enjoys identifying opportunities to improve systems and processes.
- Is comfortable managing multiple priorities while maintaining exceptional attention to detail.

- Can exercise sound judgement and discretion when handling confidential information.
- Highly sensitive to the significant working relationships of trust that CNP has developed and seeks to maintain with our Indigenous partner organisations
- Someone with a positive and collaborative personality with strong interpersonal skills and a willingness to do what's required in a small team.
- Invigorated by CNP's purpose of protecting and preserving the natural environment through Indigenous land and sea management

Aboriginal and Torres Strait Islander applicants are strongly encouraged to apply.

Selection Criteria

Essential

- Excellent verbal and written communication skills and the ability to work collaboratively with a diverse range of people
- Well-developed digital literacy skills, including experience with:
 - Microsoft Office 365 - Teams, SharePoint, OneDrive (or experience in other systems where skills are transferable)
 - managing contact lists and databases
 - video conferencing such as Zoom and Teams
- Effective time management skills, with an eye for detail and demonstrated ability to manage competing priorities
- Demonstrated ability to work effectively with others in a small team, taking personal responsibility for achieving work outcomes and working independently
- Commitment to the values and purpose of Country Needs People and Indigenous land and sea management

Desirable

- Experience in the community sector or not for profit organisations
- Experience with website or supporter database content management systems, such as NationBuilder and/or Swiftfox
- Experience with accounting software, such as Xero

Terms

- Initial contract for 3 years with the opportunity to extend.
- Terms and conditions are based on the Social, Community, Home Care and Disability Services industry award.
- The position is classified as a Level 3 with a pro rata full-time equivalent salary offered in the range of \$80,000 - \$86,000, depending on experience.
- Plus, statutory superannuation of 12%.
- This position will be based in our office in Canberra City. Moving allowance can be negotiated.