

PORTAL COORDINATOR POSITION DESCRIPTION

Position	PORTAL COORDINATOR
Status:	Part-time (0.4 FTE), days and hours as agreed Fixed term contract for 12 months
Reports to:	Project Manager – Sector Projects
Direct reports:	Nil
Classification:	Social Community Home Care and Disability Services Industry Award Level 4
Salary:	\$95,000 - \$102,000 full-time equivalent base salary per annum (pro rata for part time), plus superannuation, annual leave loading and salary packaging
Conditions:	Staff employment conditions and entitlements are set out under the <u>Victorian Community Legal Centre Multi-Enterprise Agreement 2024-2027</u> , which includes enhanced entitlements such as 5 weeks of annual leave and leave loading

ABOUT THE FEDERATION

The Federation of Community Legal Centres (Vic) (the Federation) is a fast-paced and dynamic organisation that seeks to create a fairer Victoria for all members of our community. We are the peak body for Victoria's 50 Community Legal Centres (CLCs), who are at the forefront of helping those facing economic, cultural, or social disadvantage and whose life circumstances are severely affected by legal challenges.

For more than 50 years, CLCs have been part of a powerful movement for social change, reshaping how people access justice, creating stronger, more equitable laws, and more accountable government and democracy.

Our vision is for a community that is fair, inclusive, and thriving.

We work with CLCs by enabling a strong collective voice for justice and equality; mobilising and leading strategic, well-coordinated advocacy campaigns; leading and supporting ongoing learning and evaluation across the sector; and driving creativity and excellence in delivering legal services to communities.

Our workplace is flexible and rewarding for those who can see the bigger picture, and who are comfortable working with multiple stakeholders across a range of social issues. We focus on delivering impact and outcomes, we celebrate collective success, and we encourage ongoing learning.

Our staff are driven, collaborative, solution-focused and adaptable. Our values drive our work: We believe in justice. We are purposeful, connected, inclusive and steadfast in all that we do.



POSITION PURPOSE

The **Portal Coordinator** provides coordination and operational support for a document sharing portal (the 'portal') for a potential pool of up to 1,500 users across Victoria's 50 CLCs, ensuring information is current, accessible, inclusive, easy for users to navigate, and governed appropriately. The role oversees document management processes and user access controls and supports collaboration between Federation staff and CLC users.

Under the direction of the Project Manager – Sector Projects, the **Portal Coordinator** will initially be instrumental in systems testing, implementation and promotion of the new portal. Over time, the role will evolve to include greater user support, content assessment and coordination and identifying systems improvements through analytics and sector user feedback.

The **Portal Coordinator** supports the achievement of the goals under the Federation's strategic plan, including those under the strategic impact areas:

- ▼ **A stronger peak body:** We have the right people, funding and systems to optimise the impact of our members
- ▼ **A stronger sector:** We drive long-term sustainability, impact and collaboration across the sector through funding advocacy, capacity building and strategic convening

RESPONSIBILITIES

SERVICE AND COLLABORATION

- ▼ Act as the primary point of contact for portal users, providing responsive and helpful support.
- ▼ Troubleshoot user and configuration issues, escalating where required.
- ▼ Create, modify and deactivate user accounts in line with security and access protocols.
- ▼ Review enquiries and requests and determine appropriate action (respond, redirect, escalate).
- ▼ Support users through guidance, training and clear documentation.
- ▼ Gather, respond and act where appropriate to user feedback to improve portal usability and effectiveness.
- ▼ Collaborate with internal teams to support knowledge sharing across the sector.

ADMINISTRATION AND GOVERNANCE

- ▼ Coordinate content uploads and reviews, ensuring they follow approved authorisation and publishing protocols.
- ▼ Maintain accurate, current and well-organised portal content, including documents, templates and resources.
- ▼ Manage document control processes, including versioning, approvals and quality standards undertaking initial content assessments and liaising with subject matter experts as necessary.
- ▼ Ensure compliance with data privacy, confidentiality and record management obligations including secure handling of sensitive information.
- ▼ Maintain organised and accessible electronic filing and document systems.
- ▼ Oversee workflows for content review, approval and publication.
- ▼ Schedule and coordinate regular reviews with Federation staff and CLC users to ensure content currency.
- ▼ Manage contact lists and portal user records.



- ▼ Monitor and enforce governance frameworks, including access and approval processes.
- ▼ Liaise with technical providers to maintain platform functionality and resolve system issues beyond first level basic assistance.
- ▼ Support platform management, including maintaining site pages and digital workspaces and accessibility in line with relevant digital accessibility standards.

STAKEHOLDER ENGAGEMENT

- ▼ Collaborate with IT providers, Federation staff and CLC users to identify strategies to optimise portal use.
- ▼ Build and maintain professional working relationships with Federation staff and CLC users.
- ▼ Promote the portal and its benefits to Federation staff and CLC users to encourage adoption.
- ▼ Support accessible and relevant CLC user training, and facilitate ad hoc training and support as required.
- ▼ Engage CLC users to gather feedback and insights for improvement.
- ▼ Work closely across the Federation team to support sector-wide knowledge sharing.

CONTINUOUS IMPROVEMENT

- ▼ Monitor and report on portal usage, performance metrics and analytics; identify trends, issues and opportunities to enhance user experience and system efficiency and contribute to recommendations for improvements, enhancements or system changes.
- ▼ Contribute to and support continuous improvement of governance processes and operational procedures.
- ▼ Support identification of business needs into system improvements, features and workflows.
- ▼ Promote ongoing optimisation of systems, workflows and user engagement.

OTHER

- ▼ Participate in and contribute to all-staff activities.
- ▼ Other duties as may be determined from time to time by the Project Manager – Sector Projects and / or Chief Executive Officer (CEO) or Deputy CEO.

VALUES AND BEHAVIOURS

- ▼ Promote and role model appropriate behaviour to support the Federation's culture, performance, and profile.
- ▼ Actively support the Federation's commitment to the principles of diversity, inclusion, and equal employment opportunity.
- ▼ Actively demonstrate organisational values: We believe in justice. We are purposeful, connected, inclusive and steadfast in all that we do.

HEALTH, SAFETY AND WELLBEING

- ▼ Act in a safe manner at all times, including complying with all safety instructions and training given at the workplace.
- ▼ Participate in, and contribute to, health and safety awareness and improvements.
- ▼ Report all incidents, injuries, and potential hazards in a timely manner.



- ▼ Ensure that the work is carried out in ways, which safeguard the physical and psychological health and safety of workers or others in their charge including contractors whom they engage.

LOCATION AND WORK OUTSIDE OFFICE HOURS

The position will be based at the Federation's office in Melbourne CBD and may involve some travel. Staff can work a hybrid model of onsite work (minimum two days in the office for full-time staff – pro rata part-time staff) and work from home. When working from home, staff are required to provide at their own expense, a reliable internet connection and an OHS-compliant workspace.

Occasional work outside normal office hours may be required, such as to attend meetings and after-hours events.

DIVERSITY

The Federation is committed to building a diverse workforce and strongly encourages applications from Aboriginal and Torres Strait Islander people, people with disability, people from culturally and racially marginalised and refugee backgrounds, people of all ages, neurodivergent people, gender diverse people and members of LGBTIQ+ communities. We welcome individuals with a diversity of backgrounds and experience, including lived experience of the issues we work on and seek to support an application process for people who require additional supports.

SELECTION CRITERIA

SKILLS AND EXPERIENCE

- ▼ Demonstrated administrative experience and experience in document or records management.
- ▼ Proficiency in Microsoft 365 (including Outlook, Teams, SharePoint) and general office systems.
- ▼ High level attention to detail and ability to follow processes and governance requirements.
- ▼ Strong organisational and time management skills, with demonstrated capacity to plan and manage multiple activities and prioritise tasks to meet deadlines and reporting requirements.
- ▼ Well-developed verbal and written communication skills, including the ability to prepare reports and communicate with a range of stakeholders.
- ▼ Strong customer service skills, with a responsive and user-focused approach.
- ▼ Sound judgement, analytical and problem-solving skills, including the ability to troubleshoot issues and identify practical solutions and take initiative.
- ▼ Understanding of data privacy, compliance requirements, and user access/security controls.
- ▼ Strong interpersonal skills with the ability to build effective working relationships and collaborate across teams.
- ▼ Demonstrated initiative, flexibility and ability to work both independently and as part of a team.
- ▼ Willingness and ability to learn new systems, tools and processes, with an interest in technology.



DESIRABLE

- ▼ Prior experience administering document portals, libraries or similar systems.
- ▼ Experience working within a not-for-profit, community service environment.

PERSONAL ATTRIBUTES

- ▼ Motivated by collaboration and collective success.
- ▼ Flexible, adaptive, and able to work effectively in a small team.
- ▼ Strong commitment to social justice, and values alignment with the Federation.
- ▼ Solutions and outcomes focused, with a steady line of sight to the impact for stakeholders.
- ▼ Exercise initiative, openness to change and receptive to new ideas.
- ▼ Capacity to work independently and reflect on own work performance.
- ▼ Committed to contributing to a positive work environment.

REVIEW AND APPROVAL

I have read and understood the above position description, and I agree to undertake the duties outlined. I declare that I have no health, medical or other restrictions that would affect my ability or capacity to undertake these duties in a safe manner. Signing of this position description supersedes any previous signed position description

Employee signature:

Employee name:

Date: