



ethical
clothing
AUSTRALIA

Ethical Clothing Australia (Homeworker Code Committee Inc)

Position Description

Position title:	Office Manager
Work type:	Permanent, Full time
Location:	Fitzroy, Melbourne
Salary:	\$80,000 + super

www.ethicalclothingaustralia.org.au

Organisational purpose

Ethical Clothing Australia (ECA®) is not-for-profit organisation which independently accredits businesses that produce textiles, clothing and footwear (TCF) in Australia. We work collaboratively with local textile, clothing and footwear (TCF) businesses to protect and uphold the human and labour rights of Australian TCF workers.

The ECA program protects the hardworking and skilled people who are an integral part of Australian industry by ensuring that they are working in safe conditions and receiving their legal pay and entitlements. This includes outworkers who are particularly vulnerable in the TCF industry as they often work in isolation, facing unrealistic deadlines, long hours, irregular work and occupational health and safety issues. These workers can have a lack of awareness of their legal rights and entitlements and can have a powerlessness to speak out about problems in fear of losing work altogether.

Our accreditation program maps a business's Australian supply chain from design to dispatch including initial design, pattern making, cut, make, trim and all value adding services. This crucial work is done via annual compliance audits conducted by the TCF Union team and ensures an ethical and transparent local supply chain by independently confirming they are compliant through their supply chain with the relevant Australian workplace laws. To be ECA accredited, a business's Australian-based manufacturing operations in the supply chain must be compliant.

Once compliant, accredited businesses can display the ECA trademark on their Australian-made products, providing consumers and major purchasers with a way to identify and support ethical and locally made products. The program encourages companies to view supply chain management as a fundamental part of the business.

ECA is a collaborative, joint union and business initiative and is governed by an independent Committee consisting of representatives from union and employer organisations as well as business representatives.

Position purpose

The Office Manager performs a leadership role in ensuring the smooth, efficient, and professional operation of the organisation. As the central coordination point for the office, this role has responsibility for the office-based equipment, systems and processes and provides administrative support across all areas of the organisation from governance to management, to accreditations and marketing.

This is a full-time role based in the office, with the opportunity to work from home (if preferred) two days per week, unless there are urgent office requirements.

The successful candidate is energetic, proactive and highly organised. You will take the lead on all office related functions and work to continuously improve our operations. You will work as part of a team to contribute to the overarching goals of Ethical Clothing Australia.

Under the Direction of the National Manager, the key responsibilities will be:

Office Management

- Being the initial point of contact via shared general email and phone lines and responding to or re-directing the queries to other team members.
- Managing, improving and creating internal procedures and processes, as required including writing up procedure manuals. Identify continuous improvement opportunities to streamline our internal systems and office procedures.
- Managing relationship with external IT provider and coordinate all IT related software updates and other necessary IT related items.
- Managing and overseeing general office and building administration support services including, but not limited to liaising with office property management, phones, internet, printer, cleaner and other utilities.
- Managing office environment and supplies as required and placing orders for collection and delivery and ensuring appropriately stored.
- Supporting compliance with Workplace Health & Safety, first aid and fire safety, including undertaking the relevant training to execute these obligations and ensure the office is free from hazards including managing incident and near miss register.
- Maintaining oversight of annual review cycles for office policies and procedures, contracts and assets and maintain up to date registers.
- Maintaining oversight of all organisational contracts (insurance policies, building/lease agreements, utilities, and other operational service providers), ensuring renewal dates are tracked and actioned ahead of expiry.
- Working with the National Manager to oversee supplier invoices, expense reimbursements, corporate credit card receipts and reconciliation, and general record keeping of financial related office documents and information.
- Working with the National Manager to execute reporting obligations to Australian Charities and Not for Profits Commission and ASIC.
- Under direction of the National Manager, supporting annual financial audits including document collation.

Administrative and Team Support

- Support recruitment of new staff, and induction of new starters, including onboarding, WH&S and other key policy requirements, setting up their IT, other office related equipment.
- Format and coordinate relevant papers, reports, presentations and outgoing correspondence as required, including government funding reports and stakeholder correspondence.
- Coordinate travel arrangements including flights and accommodation for staff.
- Provide Salesforce CRM administrative support including troubleshooting or liaising with external service provider.
- Support all staff with administration support, as reasonably requested.
- Support marketing activities, such as events.
- Other duties as reasonably directed from time to time.

Support to the National Manager:

- If requested, provide administration support to the National Manager for Homeworker Code Committee (HWCC) meetings and sub-committee meetings, including:
 - Scheduling HWCC and sub-committee meetings
 - Preparing papers, reports, agendas and paper packs for meetings
- If requested, provide diary management and scheduling support for the National Manager's meetings.

Organisational relationships

This role:

1. Reports to the National Manager and receives regular direction from the Operations Manager
2. Liaises/works with:
 - All ECA staff
 - Members of the TFC Union
 - Members of the Homeworker Code Committee (HWCC)
3. Liaises externally with ECA's:
 - Accountants
 - Regulatory bodies such Australian Charities Not-for-profit Commission / Australian Securities & Investment Commission
 - Service providers including IT, internet, other utilities
 - Office property owner
 - Insurance brokers
 - Businesses accredited under the accreditation program, including brands and manufacturers.
 - General public

Key Selection Criteria

Required:

1. Experience in a similar all-round administration officer or office management role. You have had experience as the 'go-to' person in the office.
2. Office management expertise including the ability to develop, implement, and improve processes, procedures, and administrative systems. You have experience in providing guidance and support on systems and processes.
3. The ability to manage internal registers and ensure compliance with regulatory and reporting requirements, and experience in managing confidential organisational information.
4. Strong executive and administrative support skills, including meeting and travel coordination and the editing and formatting of high-quality documentation and reports.
5. Good attention to detail and the ability to juggle multiple tasks while supporting several team members.

6. Excellent written and verbal communication skills. You have experience in liaising with stakeholders and staff members at all levels and with suppliers and services providers.
7. Highly organised with the ability to manage work efficiently and to operate effectively in a small office environment.
8. Proactive and resourceful with an ability to problem solve, show initiative, work independently and be flexible. You will be a strong team player willing to lead across your areas of responsibility.
9. Proficient use of Microsoft including good knowledge of MS Word, Excel and Sharepoint.
10. Understanding and commitment to the values and objectives of Ethical Clothing Australia.

Desired:

1. Knowledge of the TCF Industry and garment manufacturing in Australia.
2. Experience using Salesforce CRM
3. Experience working with Unions
4. You are from a diverse background.

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