

Role Description:

Volunteer Systems Coordinator

Reports to	Senior Manager Operations Support
Employment Status	Fixed Term Contract
Working Hours	Standard business hours and additional time as required by the role

Role Purpose

The Volunteer Systems Coordinator plays a vital role in supporting, maintaining, and improving the digital infrastructure that underpins an exceptional end-to-end volunteer experience. Serving as the primary systems contact for Orange Sky's volunteer management platform (Rosterfy) and key integrated tools, this role balances technical administration, user support, and continuous process improvement to deliver an exceptional volunteer experience.

By managing daily support requests, maintaining data integrity, and designing streamlined workflows, the Volunteer Systems Coordinator bridges the gap between technology and people. This role actively collaborates with internal teams and external software partners to ensure systems are secure, fit for purpose, and optimised to support volunteers across every stage of their lifecycle.

Role Relationships

You will develop close working relationships with internal and external stakeholders that enable you to perform your role effectively including external IT & system partners, internal subject matter experts, volunteer

leaders, coordinators and general volunteers delivering services in the community.

Role Responsibilities

1. System Administration & Technical Support

- Serve as the first point of contact for MyOS (Rosterfy) support tickets, troubleshooting user issues promptly and effectively.
- Manage user permissions, system roles, and access settings.
- Escalate complex technical or integration issues to external vendors and track resolution.
- Document system workflows, configuration standards, and user guides to support internal knowledge sharing and training.

2. Volunteer Lifecycle & Process Optimisation

- Collaborate closely with the Volunteer Experience Coordinator to uplift the volunteer experience by systemising processes and implementing system-focused improvement projects.
- Support the end-to-end design and continuous enhancement of the volunteer lifecycle, identifying pain points and implementing systems-based solutions to deliver exceptional volunteer experiences and create "wow" moments.
- Work with key stakeholders to map, build, and optimise automated volunteer journeys (including onboarding, engagement, retention, and offboarding).
- Build and refine automation flows to streamline operational processes, delivering a seamless volunteer experience while driving efficiencies for staff.
- Collaborate closely with the Learning & Development Specialist to ensure learning resources and guides are engaging, accessible and up to date for volunteers.

3. Data Integrity, Governance & Analytics

- Conduct routine system audits to maintain high data quality, integrity, and compliance in line with organisational data governance practices.
- Track, analyse, and report on support ticket trends and recurring system issues to proactively implement preventive measures.

- Ensure adherence to data privacy regulations and security frameworks across managed platforms.
- Work in collaboration with the Data & Insights team to uplift volunteer reporting and lifecycle journey mapping

4. Project Coordination & Continuous Improvement

- Proactively identify system inefficiencies and implement automation and workflow enhancements to streamline operational processes.
- Coordinate functionality upgrades, platform rollouts, and feature releases in direct alignment with the broader volunteer and operational strategy.
- Explore, test, and trial new functionality across systems to identify innovative ways to enhance user experience and operational impact.
- Collaborate with subject matter experts to support the development and delivery of volunteer and staff training, driving system adoption and usability across the organisation.

Key Skills and Experience

- **Problem Solving & Innovation:** Creative and analytical thinker who proactively identifies process gaps and designs user-friendly solutions.
- **Technical Aptitude:** Strong ability to navigate, configure, and administer CRM and workforce/volunteer management platforms (e.g., Salesforce, Rosterfy).
- **Communication:** Ability to translate complex technical concepts into clear, accessible language for non-technical users and volunteers.
- **Attention to Detail:** Meticulous focus on data integrity, user permissions, system configurations, and documentation.
- **Project & Time Management:** Strong organisational skills with the ability to manage competing priorities, meet deadlines, and coordinate project rollouts (experience with tools like Asana is advantageous).
- **Stakeholder & Vendor Collaboration:** Proven ability to build positive relationships across teams and coordinate effectively with third-party service providers.
- **Experience:** 3+ years of experience in a systems administration, customer experience, operations support, or volunteer engagement role.

- **Sector Knowledge:** Prior experience working within a fast-paced environment is highly desirable, ideally within the non-profit sector supporting a large volunteer base.
- **System Familiarity:** Practical experience with volunteer management software, CRM environments, or workflow/automation tools

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