



Position Description

Title	Operations & Administration Coordinator		
Team	Client Intake		
Reporting to	Deputy CEO		
Role Location	This position is primarily based out of Level 2, 81 Flinders Street Adelaide		
EBA classification			
Direct Reports	Nil		
Duration	Ongoing	Hours per week	Fulltime
		Wages	SCHADS Level 4
Type of Employment	Fulltime (1.0 FTE)	Reviewed	August 2026

Organisational Context

The Working Women's Centre (WWC) is a not-for-profit organisation and community legal centre that provides free legal advice, information, and representation to marginalised, non-unionised workers about their rights at work. We predominately service women and we are experts in gender-based workplace issues. The Centre is also a registered charity and is recognised as a Public Benevolent Institution.

The WWC is made up of three arms:

- **Industrial/Legal support** – we provide advice and representation to marginalised workers who contact the Centre with work issues.
- **Advocacy** – we conduct advocacy to resolve systemic issues that affect women and other marginalised workers, such as sexual harassment and precarious work.
- **Education** – we provide fee-for-service and free training for workers and employers about workplace rights, sexual harassment, responding to disclosures of domestic violence, and other topics.



Core practices of the WWC

The WWC model is unique due to the combination of a number of core practices. We notice patterns in our legal work and use our advocacy and education work to address these issues at a systemic level.

- **We apply a gender-lens to our work and are sensitive to gendered work issues.** The WWC is seen as a safe space for women to gain support on issues such as sexual harassment and assault.
- **We support and empower women through our industrial work.** We always provide them with the support to make the decisions that are right for them.
- **We are connected to grassroots movements.** We work with communities and activists who are experiencing work-related issues and support them to push back against exploitation, unfair and unlawful conduct.

We have been operating out of Adelaide since 1979, and the WWC arms (legal, advocacy and education) provide services relating to the following issues:

1. Sexual harassment
2. Sexual Violence in the workplace
3. Discrimination
4. Wage theft (underpayment of wages)
5. Dismissal (termination of employment)
6. Parental leave
7. Family violence and work
8. National Employment Standards
9. Modern Award entitlements
10. Workplace entitlements
11. Workplace bullying
12. Redundancy

Funding

This position is funded by the Federal and State governments.



Duties and Responsibilities

The Operations & Administration Coordinator is responsible for the efficient administration and operation of the WWC SA, providing support across reception, finance, governance, human resources, volunteer coordination, and organisational compliance to ensure the effective delivery of legal services to the community.

The Operations & Administration Coordinator is expected to:

Office Operations and Administration:

1. Coordinate day-to-day office operations and provide administrative support to the CEO, Deputy CEO and Leadership Team;
2. Implement and improve systems, processes, workflows and technology solutions to enhance efficiency, consistency and service delivery;
3. Identify operational inefficiencies and support continuous improvement initiatives across organisational practices;
4. Maintain organisational records, policies, registers, shared file systems and administrative procedures;
5. Coordinate property, facilities, maintenance, assets, merchandise, office supplies and supplier relationships;
6. Maintain the presentation of shared office spaces to ensure a welcoming and professional environment;
7. Support governance, risk, compliance and WHS systems, including maintaining key registers and monitoring reporting and review deadlines;
8. Coordinate meetings, events, outreach activities, travel and accommodation, including agendas, minutes and logistical arrangements;
9. Assist with organisation and set-up of Centre events including the AGM;
10. Assist with HR and volunteer management functions including recruitment, onboarding, induction, training, offboarding, and workforce administration;
11. Assist with finance functions including budget monitoring, procurement, financial administration, financial reporting support, and maintaining financial policies, procedures and internal controls;
12. Coordinate relationships with IT, telecommunications, software and other external service providers;
13. Support staff with basic technology requirements and maintain equipment and asset records;
14. Maintain organisational subscriptions, licences, insurance documentation, and supplier records; and



15. Work in a healthy and safe manner and encourage others to do the same, including adherence to all relevant policies and processes.

Client Intake Duties:

16. Respond to and process incoming face-to-face, telephone and web inquiries from clients relating to requests for legal services, with a focus on quality customer service and efficiency where clients receive a response no later than 24 hours after making contact (except in exceptional circumstances);
17. Provide trauma informed, client-centred intake experience for users of the Centre's services, in telephone and face-to-face intake processes, and recording of data;
18. Perform conflict checks for all clients in line with the *Client Conflicts Policy*;
19. Support continuous coverage of the Legal Team's appointment calendar in Outlook and booking and inviting lawyers to their new enquiry appointments;
20. Support continuous monitoring and progression of the Legal Inbox and actioning emails and correspondence, and assist lawyers with client communication;
21. Maintaining data integrity through accurate data entry in the WWC database, or any database used by the Centre, in relation to the provision of client services;
22. Communicate and work effectively and compassionately with people from varying backgrounds and those with special needs;
23. Provide appropriate referral to legal services and other services where relevant.

Union Liaison and Assistance:

25. The WWC strives for a collaborative relationship with unions. The Office Coordinator is expected to:
 - i. Assist and facilitate workers in communications with their union; and
 - ii. Where appropriate, provide information about membership to unions and referral to the appropriate union.