

POSITION DESCRIPTION

General Information:	
Position Title:	Coordinator, Learning for Life Customer Support and Administration
Incumbent:	New role
Function & Team/Program:	Learning for Life Services and Enablement, Evidence and Impact.
Location(s):	Preference Brisbane Office – Other locations considered
Manager's Position Title:	Team Leader, LfL Customer Support and Administration
Manager's Name:	Punetha Subbaroo
Date Prepared:	23 June 2026
Prepared By:	Kahlee O'Sullivan
Approved By:	Jordana Brown

Primary Purpose of this Position (<i>In one sentence - why does the role exist?</i>)
The Coordinator, LfL Customer Support and Administration, provide high-quality administrative, data entry, and customer service support to the Learning for Life Scholarships and Programs. The role contributes to the effective delivery of national programs by ensuring accurate records, timely processing, and responsive service to families, students, and internal stakeholders.

Scope of Position	
• Provide high-quality customer service to Learning for Life families, students, and program participants by completing accurate and timely administrative tasks related to scholarships and programs, including direct communication via phone, email, and written correspondence. • Work collaboratively within the broader LfL Customer Support and Admin team, to ensure consistent, efficient, and customer-focused delivery of administrative and service processes as part of a national operating model. • Actively manage multiple routine operational tasks, activities, and workflows within the LfL Customer Support and Admin team in line with defined service standards, priorities, and service agreements. • Accurately enter, update, review, and maintain participant, scholarship, and program data across internal systems and databases, ensuring information is current and reliable. • Ensure data integrity by checking information for completeness, consistency, and basic errors, and correcting discrepancies in accordance with established procedures. • Maintain records in compliance with organisational policies, privacy legislation, and data protection requirements. • Contribute to special projects, working groups, and process improvements by applying a continuous improvement approach to administrative, data entry, and customer service practices within the LfL Customer Support and Admin team.	
Direct Reports to this Position	Indirect Reports
By Position Title	Total Number
• Nil	• LfL Administration volunteers as required

Financial Dimensions controlled by this Position (<i>Include key financial metrics such as revenue growth, income & expense budget, etc</i>)	
Direct control	Indirect control
Nil	Nil
Other Dimensions of this Position	
- The position requires sound judgment, discretion, and confidentiality when working with sensitive information and operational data. - The role involves regular collaboration across teams, requiring clear communication and the ability to work effectively with diverse stakeholders. - The position requires flexibility to respond to changing priorities and manage fluctuating workloads within defined service expectations.	
Setting Priorities (<i>how is work prioritised</i>)	
How often does employee prioritise their own work? Eg. Daily, weekly, monthly, annually, other	Daily, weekly, monthly and annually
How often does employee determine the priorities of others? Eg. Daily, weekly, monthly, annually, other	As required
Key Relationships (<i>Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with</i>)	
Internal	- Learning for Life Administration Volunteers - Learning for Life Administration and Customer Support team members - Learning for Life Services and Enablement team members - National Operations Team Members - Fundraising team - IT/BIS team
External	- Learning for Life Scholarship families - Learning for Life Program participants
Key Decision Making in this Role: (<i>What are the key decisions and recommendations made in this role?</i>)	
Decisions Expected	
- Prioritising routine administrative and data entry tasks within agreed service standards and timeframes. - Determining how to organise and sequence work to meet deadlines while managing multiple standard tasks. - Identifying and rectifying straightforward data entry errors or omissions in accordance with established procedures. - Deciding when information is complete and accurate enough to progress to the next stage of processing. - Selecting appropriate templates, systems, or standard responses when communicating with families, students, or internal staff. - Responding to routine enquiries using approved information, scripts, and guidelines. - Determining when an issue, discrepancy, complaint, or non-standard request should be escalated to senior staff. - Applying organisational policies and procedures consistently to routine situations.	
Recommendations Expected	
- Contribution to initiatives that enable sharing of the workload within national team structure. - Recommending improvements to administrative and data entry processes where inefficiencies, duplication, or recurring errors are identified.	

- Identifying trends or common issues in data quality and recommending practical solutions to reduce rework.
- Suggesting enhancements to templates, standard responses, or data entry practices to improve clarity, accuracy, and consistency.
- Recommending adjustments to task sequencing or workload management to meet service standards during peak periods.
- Providing feedback to senior staff on system functionality, data capture issues, or administrative barriers impacting service delivery.
- Contributing ideas and observations during special projects or working groups to support continuous improvement initiatives within the LfL Customer Support and Admin team.

Every Team Member at The Smith Family:

- Is expected to uphold The Smith Family Values and Culture;
- Understands and comply with the Child Protection Framework;
- Takes reasonable care for the health and safety of themselves and others;
- Understands and comply with the Workplace, Health and Safety Systems;
- Reports hazards and incidents and participates in risk management as required.

Key Responsibilities / Accountabilities:		
Major Area:	Data Entry and Records Management	50 % of Job Total:
Accurately enter, update, and maintain records associated with Learning for Life Scholarship and Programs, across internal systems and databases.		
Review data for completeness, consistency, and basic errors, and take corrective action in line with established procedures.		
Maintain records in accordance with organisational policies, privacy legislation, and data protection requirements.		
Contribute to data quality initiatives by following standardised data entry practices.		
Support escalated or more complex data entry tasks that fall outside standard volunteer processes.		
Major Area:	Administrative and Customer Support Tasks	50 % of Job Total:50%
Provide accurate and timely administrative support for Learning for Life scholarships and programs in accordance with established procedures and service standards.		
Process routine documentation, forms, and correspondence to support program and scholarship delivery.		
Manage multiple standard administrative tasks and workflows within agreed timeframes and service agreements.		
Support the coordination of administrative activities across the LfL Customer Support and Admin Team as part of a national operating model.		
Support day to day administrative operations to enable effective delivery of national programs and scholarships.		
Maintain awareness of current policies, procedures, and work instructions relevant to administrative functions.		
Deliver high-quality customer service to Learning for Life families, students, and program participants through professional, respectful, and timely communication, through phone, email and other methods.		
Respond to routine enquiries using approved information, templates, and processes.		
Liaise with internal staff to clarify information and resolve straightforward issues to support consistent service delivery.		
Accurately record customer interactions, actions, and outcomes in internal systems.		
Identify non routine, complex, or sensitive matters and escalate them in accordance with escalation procedures.		

Key Challenges in Achieving Goal(s): (What are the key challenges faced by this role in meeting goals/objectives)

The Coordinator operates in a fast-paced, service-oriented environment and may experience the following key challenges in meeting role objectives:

- Managing competing priorities and deadlines while processing high volumes of administrative and data entry tasks within agreed service standards, particularly during peak scholarship and program periods.
- Maintaining a high level of data accuracy and attention to detail across multiple systems and databases, where errors or omissions may impact service delivery, reporting, or customer outcomes.
- Balancing customer service expectations with administrative workload, including responding to routine enquiries while ensuring timely completion of data entry and record-keeping tasks.
- Working within established procedures and systems that may have limitations, requiring care to ensure compliance while identifying and escalating issues appropriately.
- Ensuring consistent application of processes across a national operating environment, particularly when liaising with multiple team members and internal stakeholders.
- Handling sensitive and confidential information in accordance with privacy and organisational requirements, requiring sound judgement and adherence to protocols.
- Managing routine exceptions or discrepancies in data or documentation, including determining when issues can be resolved at role level and when escalation is required.
- Adapting to changes in systems, processes, or workloads while maintaining service quality and accuracy.

Qualifications, Experience and Competencies: (What background, knowledge, experience or competencies are required to perform the role at the expected level?)

	Essential	Desirable
Education / Qualifications / Memberships:		• Certificate II or III in Business Administration, Business, Customer Engagement, or a related field. • Relevant short courses or on the job training in administration, data entry, customer service, or information systems.
Experience:	• Experience in an administrative, data entry, or customer service role requiring accuracy, attention to detail, and adherence to established procedures. • Experience providing customer service to a range of customers or stakeholders in a professional and respectful manner, including handling routine enquiries. • Experience managing multiple routine tasks and priorities within set timeframes and service standards. • Demonstrated experience using computer-based systems for data	• Experience supporting projects, improvement initiatives, or special pieces of work as part of a team, including contributing to administrative, data entry, or coordination tasks. • Experience working in a customer service environment involving phone-based enquiries, shared inboxes, or high-volume contact with customers. • Awareness of, or experience in, the community services, education, or not-for-profit sector, including sensitivity to the needs of families, students, or people experiencing disadvantage.

	entry, record keeping, and general administration. • Practical experience using common office software (e.g. email, word processing, spreadsheets) at a level required to complete routine administrative tasks. • Experience following policies, procedures, and work instructions to ensure compliance, accuracy, and confidentiality.	
Competencies:	Essential	Desirable
	• Communicates professionally, respectfully, and clearly with families, students, and internal stakeholders in both written and verbal. • Demonstrates empathy and sensitivity when supporting people from diverse backgrounds, including individuals experiencing disadvantage. • Effectively manages multiple routine tasks and competing priorities within agreed service standards. • Maintains attention to detail and accuracy when working under pressure or during peak periods. • Uses initiative to identify straightforward issues, errors, or inefficiencies in work processes. • Resolves routine matters within established procedures and escalates non-routine issues appropriately. • Works effectively both independently and as part of a team and contributes positively to a collaborative team environment. • Demonstrates flexibility and adaptability in response to changing priorities, systems, or processes. • Shows a willingness to learn new skills, develop capability, and apply feedback to improve performance. • Takes responsibility for the quality, accuracy, and timeliness of own work. • Treats all individuals with dignity and respect and handles	• Ability to use a variety of different administrative and document management software packages such as Sharepoint, Zendesk, CRM.

	information confidentially in accordance with policy. • Confidence learning new systems and technology used to support administrative, customer service and data management functions.	
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