

### Position Title: Operations Coordinator

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| Terms of Employment:         | Full Time                                                                                                                                                                                                                                                                   |
| Hours                        | 38 hours                                                                                                                                                                                                                                                                    |
| Reporting to:                | Operations Manager                                                                                                                                                                                                                                                          |
| Direct Reports               | Nil                                                                                                                                                                                                                                                                         |
| Office Location:             | Level 1, 63 Thomson Street Belmont or working remotely if required and by agreement                                                                                                                                                                                         |
| Employment Conditions        | In accordance with the Victorian Community Legal Centres Multi Enterprise Agreement 2024-2027<br><br>Five weeks annual leave, three days bonus leave between Christmas and New Year, 12 days personal leave, annual leave loading and non-profit salary packaging benefits. |
| Classification and Pay Rate: | Victorian CLC Multi-enterprise Agreement (MEA/SCHADS - Level 4 + 3%), dependant on experience, five weeks annual leave, three days bonus leave between Christmas and New Years, annual leave loading and non-profit salary packaging benefits.                              |

### Barwon Community Legal Service

BCLS is an independent not-for-profit community-based organisation, serving the local government areas of City of Greater Geelong, Borough of Queenscliff, Surfcoast Shire, Colac Otway Shire and some regions of Golden Plains Shire since 1986. The service is an incorporated association governed by an independent Board of Directors and receives funding from a number of sources to deliver services across a range of program areas.

Services currently offered include legal information, referral, advice, casework, social work and education for members of the local community. Our model of service provision ensures that work undertaken is reviewed for emerging patterns and trends, and that issues requiring structural change or political intervention are identified and addressed through advocacy, community education and social policy initiatives.

### Position Overview

The Operations Coordinator plays a key role in supporting our internal operations, with a strong focus on human resources, volunteer coordination, payroll support, and operations administration. This position ensures that recruitment, onboarding and compliance processes are carried out effectively and consistently. It also supports the day-to-day functioning of the BCLS office, including administration and systems support.

### Key Responsibilities

#### Human Resources Support

- Assist with recruitment processes including preparing job descriptions, posting job ads, scheduling interviews, communicating with candidates and conducting compliance checks for staff and volunteers.
- Organise the onboarding and offboarding processes to ensure a consistent and positive staff and volunteer experience.
- Maintain accurate staff and volunteer records and ensure data integrity in HR processes.
- Assist in coordinating Learning and Development activities, including identifying new learning and development opportunities, preparing surveys and coordinating training sessions.
- Assist with implementation of WHS and wellbeing initiatives, including remote work safety and psychosocial support.
- Administer HR databases and tools
- Assist with compliance documentation, record retention, and audits for HR policies and procedures.

#### Operational Support

- Administer our office systems, assets, and supplies to keep everything running efficiently.
- Work collaboratively with leadership to review and develop internal processes and systems
- Provide training and support to staff on internal operations processes.
- Liaise with external financial provider to support the payroll processes.
- Support personnel with basic IT troubleshooting and log technical issues with our external service providers as needed.
- Coordinate the effective day-to-day operations of the office including facilities, security, supplies, storage, and workspaces.
- Support vendor relationships for facilities management services including cleaners, building maintenance, waste and recycling, and secure storage.
- Administer the building access card system, arranging staff access with external security provider, and tracking staff access records.
- Manage office equipment inventories (furniture, IT peripherals, mobile devices) and coordinate necessary replacements

### Key Responsibilities

- Manage the mobile phone accounts
- Produce the Court Intake Worker and Volunteer roster
- Order and set up catering for team meetings and events
- Order office supplies and staff consumables
- Provide administrative and operational support to the Leadership Team and Executive Assistant as needed.

### Finance, Data and Reporting

- Maintain accurate HR and volunteer data.
- Assist with compliance and service reporting requirements including funding acquittals and year end audit.
- Coordinate supplier invoicing payments with external bookkeeper
- Process credit card expenses for the leadership team via Xero

### General Responsibilities

- Attend internal staff and planning meetings
- Support taking of minutes for meetings
- Prepare material for BCLS Annual Report
- Attend Annual General Meeting
- Attend other events as required
- Attend conferences as required
- Participate in professional development activities
- Share general office duties
- Other duties as required

### Key Selection Criteria (Qualifications, Knowledge & Skills, Personal Attributes)

- Demonstrated experience in a similar role with an emphasis on human resources support, including recruitment, onboarding, compliance, and record management.
- Experience coordinating volunteer programs or working with volunteers in a community or not-for-profit setting.
- Strong understanding of the holistic HR function including WHS, wellbeing initiatives, and compliance documentation.
- Excellent organisational and time management skills, with the ability to manage multiple priorities effectively.
- Ability to troubleshoot basic IT issues and liaise with external service providers.
- Strong written and verbal communication skills, including the ability to prepare reports and communicate with diverse stakeholders.
- Proven ability to review, develop and manage operational systems and support office administration, including facilities and IT coordination.
- Demonstrated commitment to social justice.