



JOB DESCRIPTION

OFFICE AND VOLUNTEER RELATIONSHIPS COORDINATOR

JOB ON OFFER:

Office and Volunteer Relationship Coordinator

Part Time – 28-32 hours spread over 4 or 5 days.

12 month fixed term contract

In office role, office is located in UTS, Sydney

Salary dependent on experience (\$70,000 - \$80,000 FTE plus FBT package plus Super)

ABOUT THE NATIONAL JUSTICE PROJECT

The National Justice Project (NJP) was established in 2015 as a not-for-profit legal service & civil rights organisation dedicated to tackling systemic injustice, discrimination, and racism. Our vision is to create a fairer society where individuals are treated equally and live safely without discrimination.

We're independent and courageous, with a proven track record of working with people and communities harmed by the government. NJP use the law, education, and effective advocacy to eradicate injustice, discrimination, and racism through systemic change.

We are a small, dedicated team from legal and other professional disciplines, who work collaboratively to advocate for great outcomes for our clients, and to ensure meaningful strategic outcomes across Australia's legal landscape. These cases and inquests have set important legal precedents, having a significant impact in the lives of our clients and the boarder community.

NJP recognises that First Nations sovereignty over this land has never been ceded. We acknowledge and celebrate the living law, knowledges, cultures, histories, perspectives, and languages, which First Nations Peoples hold. NJP commits to working alongside First Nations communities to create a platform and amplify the sovereign voices of First Nations Peoples. NJP are committed to working toward reconciliation with First Nations Peoples and we want all our staff and volunteers to be committed to this also.

We are currently recruiting an Office Manager and Volunteer Relationship Coordinator who will be a key member of the team, ensuring all our Volunteers have an exceptional time of learning and contributing and ensuring the office runs smoothly and efficiently so that we can maximise the impact of our work.

SUMMARY OF THE ROLE

The Office Manager and Volunteer Coordinator will assist with various administrative duties including coordination of office supplies and assistance with basic administrative duties for NJP staff. As Volunteer Relationship Coordinator you will be responsible for providing support to all NJP's Volunteers, including both the legal and student volunteers, legal professional volunteers and corporate relationships. This role will provide advice, support, and guidance to staff members regarding the operation of volunteer and corporate programs across all aspects of management of volunteers and volunteer programs. Additionally, this position will oversee the organisation's onboarding and offboarding and delivery of training programs for volunteers.

This role will provide a broad scope of duties that will keep you engaged and challenged and will see you as an integral member of the organisation.

KEY RESPONSIBILITIES

PERSONAL RESPONSIBILITIES, INCLUDING BUT NOT LIMITED TO:

- Undertaking your work and other activities with integrity and in line with the National Justice Project's values and ensuring a people-first approach across our staff, volunteers, and clients
- Supporting team cohesion in a flexible and collegial manner
- Protecting and enhancing the reputation of the organisation
- Executing tasks that may be communicated to you to a high standard

VOLUNTEER PARTNERSHIPS:

- Working closely with a variety of partnerships, as a champion for volunteering, ensuring that the volunteer programs are rewarding for all involved
- Assisting to maintain and develop relationships with partner organisations such as universities, advocacy organisations, donors, supporters and other law firms
- Assisting to maintain and develop corporate relationships by promoting the National Justice Project and setting up opportunities for staff and board members to meet with key corporate, and other, partners.
- Liaising with partner organisations to coordinate onboarding of new volunteers
- Liaising with prospective partner organisations to advertise volunteer positions
- Managing and coordinating NJP Alumni processes and procedures

VOLUNTEER MANAGEMENT:

- Ability to recruit and support all volunteers and the ability to undertake a caring, fair and respectful approach in the management of volunteers.
- Maintain volunteer database, manage compliance, and provide ongoing support to volunteers.
- Ensure volunteers feel appreciated and supported.
- Onboarding and offboarding of volunteers.
- Overseeing Induction for all new staff and volunteers and training.

- Set up and maintain volunteer rosters, train volunteers in rostering system.
- Maintain all compliance documentation, National Police Checks, Working with Children, and hospital compliance information.

OFFICE MANAGEMENT:

- Reception duties including answering phones, receiving clients and making them comfortable.
- Maintaining a safe, secure, and pleasant work environment.
- Opening and filing incoming mail and organising outgoing mail.
- Maintaining and developing systems to ensure appropriate administrative and office supplies for office to function efficiently.
- Designing and implementing office policies and procedures to improve operational efficiency.
- Coordinate schedules, appointments, and bookings for internal conference rooms along with relevant projectors and equipment.
- Managing office spaces and first point of call for IT problems.
- Creating and maintaining office manual of confidential contact details and office procedures.
- Liaising with UTS and ensuring office complies with university policies and procedures including emergency contacts, liaising and being the point of contact with Staff and management with Jumbunna.
- Overseeing the smooth running of Office events.
- Staff recruitment support, including promoting job openings, and filing applications
- Completing other tasks that the Executive Team may request from time to time.

SELECTION CRITERIA

We recognise that this role will be a vital member of our team, ensuring our office runs smoothly so that our legal, projects and fundraising teams are able to operate as effectively and efficiently as possible.

PERSONAL QUALITIES:

- Committed to the aims and values of the National Justice Project.
- Friendly, open, and flexible attitude.
- Thrives in a fast-paced environment where no two days are ever the same.
- Comfortable working in an environment where distressing subject matter is sometimes discussed and worked on, and where clients are often coming from a background of trauma.
- Comfortable dealing with inquiries from clients and potential clients with complex needs.
- Assertive when needed whilst always ensuring the National Justice Project's reputation is protected.

EXPERIENCE AND SKILLS REQUIRED:

- Proven office management experience.

- Proven ability to manage people in a caring and efficient way.
- Demonstrated experience in recruiting/working with volunteers.
- Demonstrated experience in organising appointments and managing partnership relationships.
- Knowledge of National Standards for Involving Volunteers in Not-For-Profit Organisations.
- Ability to consult and interact positively and widely with people from diverse backgrounds.
- Knowledge of office management responsibilities, systems, and procedures.
- Excellent time management skills and ability to multitask and prioritize work.
- Attention to detail and problem-solving skills.
- Excellent written and verbal communication skills.
- Strong organisational and planning skills.
- Proficient in Microsoft Office.
- Knowledge of clerical practices and procedures.
- Experience in working in an organisation with clients with complex needs and backgrounds of trauma will be highly regarded.

ON OFFER

As a charity the National Justice Project is reliant on donors for the majority of our operating costs. As such we are able to offer the successful applicant a 12-month fixed term contract with the possibility of extension, subject to funding (with a six-month probationary period).

APPLICATION

First Nations Peoples and people from culturally and linguistically diverse backgrounds are encouraged to apply.

If you want to help advance human rights, have the experience and proven results to be successful in this role, please apply by sending your CV and a covering letter.

Applications close at 5pm on October 9, 2026