

Team Coordinator Position Description

Reporting to:	Executive Director - Supporter Engagement & National Retail Operations Manager	Work location:	Carlton VIC / Hybrid
Department:	Supporter Engagement	Budget holder:	No
Team:	Retail & Supporter Engagement Leadership Team	Direct reports:	Nil

Role Purpose

The role of the Team Coordinator is responsible for providing administrative support to the leadership team of Supporter Engagement, including the Executive Director of Supporter Engagement, the National Retail Operations Manager and other key personnel

50% of the role is dedicated to supporting the Executive Director of Supporter Engagement and leadership team activities. The role will assist with all facets of business operations and is responsible for coordinating and delivering timely, accurate and reliable administration support, including diary and email management. as well as identifying and implementing innovative ways to optimise the department's performance via improved processes and team communications.

50% of the role will be dedicated to supporting the Retail Operations team. The role is accountable for supporting the efficient and effective running of national retail store operations, contributing to the ongoing improvement in financial performance and creating a positive experience for our staff, customers and volunteers.

Key Areas of Accountability

Role requirements

Executive Support

- Diary management and associated activities for the Director of Supporter Engagement.
- Effective and efficient management of communications, actions and tasks for the Director of Supporter Engagement.

Retail Administration

- Provide support in coordinating and implementing procedural changes across the retail department.
- Support and contribute to the development of written communications, regular operations updates, and other internal collateral.
- Ensure timely and on-brand responses to inbound supporter feedback.
- Build and foster collaborative working relationships with the Retail Operations Team, Supporter Care team and relevant internal and external stakeholders.
- Deliver the retail internal communications plan.

Team Coordination

- Assist in event management of the Supporter Engagement Leadership Team and National Retail Team offsite meetings, department wide activities and other external events.
- Proactively support and coordinate department wide projects and initiatives.
- Preparation and coordination of meetings, agendas, minutes, and action items for the Supporter Engagement Leadership Team (SELT) and National Retail Team.
- Drive team rhythms, regularly following up with team members to ensure that reporting, policy review and other key deadlines are adhered to.
- Assist with onboarding and inducting new employees activities when required, including working with other departments to ensure everything is prepared.

People

- Build team cohesion morale and engagement through timely and effective communication,
- Deliver customer-centric solutions to all stakeholders to the Supporter Engagement department.
- Facilitate strong team and organisational collaboration through effective internal stakeholder engagement.

Health, safety, security and risk management

- Be a role model for safety and security and comply with all workplace safety policy, procedure, work instructions and training
- Act safely at all times
- Report all incidents, injuries and potential hazards in a timely manner
- Participate in, and contribute to, health and safety awareness and improvements
- Be aware of, document and manage the risks associated with your team's programs and workplaces and ensure appropriate elimination or mitigation measures are applied

Child protection and safeguarding requirements

- Maintain a child safe environment at the workplace and safeguard children's rights, acting in the best interests of children at all times
- Comply with the Child Safeguarding Code of Conduct and child safeguarding and protection policies and standards (click [here](#) to view further details)
- Demonstrate the highest standards of behaviour towards children in both your private and professional life
- Never abuse the position of trust that comes with being a part of the Save the Children family
- Maintain a safe and positive relationship at all times when working with children and young people
- Respond to any concerns for the safety or wellbeing of a child in a program in accordance with internal reporting processes.

Person Specification

Essential knowledge or experience

- Experience in diary management and administrative support, including demonstrated astuteness to effectively manage competing priorities,
- High quality customer service skills, including the ability to build rapport and strong relationships,
- Ability to manage a high volume of work,
- Highly developed written and verbal and communication skills, including the ability to liaise with a diverse range of people and stakeholders.
- Ability to problem-solve, multitask, determine priorities, take initiative and work independently.
- Ability to take an agile and flexible approach, to adapt to a quickly changing environment.
- A team player who is highly supportive of the Save the Children brand and values
- Strong time management and organisational skills
- High levels of attention to detail demonstrated through high quality outputs,
- Highly developed computer literacy (Microsoft Outlook, online meetings, word processing, spreadsheets, databases).

Desirable knowledge or experience

- PowerPoint design skills

Additional Information

- Any offer of employment at Save the Children Australia will be subject to a satisfactory National Police Record Check and a Working with Children Check



Save the Children

- Employees must sign on to Save the Children Australia's Child Safeguarding Policy and Code of Conduct
- Ongoing performance and employment will be measured against KPIs, values and demonstrated behaviours outlined above
- Save the Children Australia is an Equal Opportunity Employer

Driver's Licence: Not Required

Travel: Not required

Working with Children Check: Required

Assets: Laptop