

Supporter Engagement Team Coordinator Position Description

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

Role Purpose

The role of the Supporter Engagement Team Coordinator is primarily responsible for providing administrative support to both the Executive Director of Supporter Engagement and National Retail Operations Manager.

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 daily business and is responsible for coordinating and delivering timely, accurate and reliable administration support, including diary and email management as well as continuously searching for innovative ways to optimise the department's performance with a focus on processes and team communication.

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, including sending invitations and managing RSVP's, organising venue and catering, booking flights, tracking budgets and reporting on spend.
- 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 and working with other departments to ensure everything is prepared.

People

- Build team cohesion, morale and engagement through timely and effective communication.
- Collaborate on the development of written and visual communication strategy initiatives.
- Deliver solutions focused customer service to all stakeholders seeking access 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

- Previous experience as a Personal Assistant, Administrator or Coordinator
- Experience in proactive diary management and administrative support
- High quality customer service skills, including the ability to build rapport and strong relationships.
- Ability to liaise at an executive level and to work under pressure
- 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 and quality.
- Highly developed computer literacy (Microsoft Outlook, online meetings, word processing, spreadsheets, databases).

Desirable knowledge or experience

- PowerPoint design skills
- Creative writing and editing 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
- 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



Save the Children

Driver's Licence: Not Required **Travel:** Not required
Working with Children Check: Required **Assets:** Laptop