

## AVI Position Description –

<b>POSITION TITLE:</b> Office Coordinator Part-time: 20 hours per week over four days.	<b>CLASSIFICATION:</b> AVI Band 2	<b>PROGRAM:</b> AVI	<b>DATE:</b> June 2023
<b>LOCATION:</b> Melbourne office	<b>REPORTS TO:</b>	<b>POSITIONS REPORTING TO THIS ONE:</b> None	
<b>ORGANISATION</b> <p>AVI is an Australian not-for-profit organisation committed to achieving economic and social development outcomes across Asia, the Pacific and the world. AVI believes in self-determination with locally owned and led change. We work for a peaceful, sustainable and just world by partnering with people and organisations to share skills, knowledge and experience to achieve the positive change and development goals they seek.</p> <p>As an international development not-for-profit with 150 staff, AVI has offices in Melbourne and 22 countries internationally supporting students, volunteers and mentors in 28 developing countries. AVI is a managing contractor for DFAT with \$195m under management, predominantly under the Australian Volunteers Program.</p>			
<b>VALUES:</b> <p>We expect all our employees demonstrate the ability to uphold AVI Values through behaviour, leadership, and projects. Our Values are: Equity and Social Justice; Diversity and Inclusion; Integrity; Partnership; Solidarity; and, Respect.</p>			
<b>KEY OBJECTIVE:</b> <p>The role provides general office management and administrative support to ensure AVI office maintenance tasks are completed and the office runs well.</p>			
ACCOUNTABILITIES			
KEY RESULT AREA	KEY ACTIVITIES	PERFORMANCE MEASURES	
<b>General Office Management</b>	<ul style="list-style-type: none"> <li>• Coordinate the running of the head office (Melbourne/Fitzroy)</li> <li>• Monitor and order office supplies (e.g. cleaning products, milk, printer paper, laminating supplies etc) as required</li> <li>• Manage the AVI Office stationary ordering process</li> <li>• Act as the liaison for a number of supplier accounts</li> <li>• Manage the facilities helpdesk through JIRA and co-ordinate maintenance work</li> <li>• Organise tradespeople and other facilities support</li> <li>• Other duties as required</li> <li>• Managing phone lines and other incoming inquiries</li> </ul>	<ul style="list-style-type: none"> <li>• Successful running of day to day operations of the Head office</li> <li>• Ensure supplies are ordered in a proactively manner</li> </ul>	

	<ul style="list-style-type: none"> <li>Engage with working groups that have a relation to the running of the office e.g. WHS &amp; Environmental and Social Committee</li> </ul>	
<b>Information Technology &amp; Infrastructure Admin Support</b>	<ul style="list-style-type: none"> <li>Provide basic level 1 Helpdesk Support e.g. Resetting passwords, Setting up Audio\Visual equipment</li> <li>Assist with various IT training sessions and training manuals</li> <li>Assist with entering of IT &amp; Facilities Management invoices in NetSuite</li> <li>Minute taking and follow up for IT Stakeholder group meetings</li> </ul>	<ul style="list-style-type: none"> <li>Feedback from IT Manager regarding performance in this role</li> </ul>
<b>Team Work</b>	<ul style="list-style-type: none"> <li>Develop and maintain proactive and productive working relationships with both internal and external stakeholders</li> <li>Communicate information as appropriate with relevant team members and to ensure they have up-to-date information</li> <li>Participate in team activities and meetings demonstrating respect and consideration for individual experience and expertise.</li> <li>Engage in continuous learning and contribute positively to a collaborative and respectful working environment aligned with the culture and values of AVI</li> </ul>	<ul style="list-style-type: none"> <li>Mutually respectful and collaborative working relationships within and between teams</li> <li>Feedback from stakeholders</li> </ul>
<b>KEY CHALLENGES</b> <ul style="list-style-type: none"> <li>Effective management of multiple concurrent projects and competing priorities</li> <li>Effective Management of multiple stakeholders</li> <li>Time management across different teams and projects</li> </ul>		

<p><b>RELATIONSHIPS AND INTERACTIONS:</b></p> <p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• IT Manager</li> <li>• IT Team</li> <li>• Finance Team</li> <li>• People and Culture team</li> <li>• Executive Assistant to CEO</li> <li>• WHS working group</li> <li>• Communications &amp; Fundraising team</li> </ul> <p><b>External</b></p> <ul style="list-style-type: none"> <li>• External Service Providers to AVI and Vendors</li> </ul>	<p><b>PHYSICAL DIMENSIONS:</b></p> <p>This role requires the ability to:</p> <ul style="list-style-type: none"> <li>• Sit or stand for long periods, as well as regular bending, crouching and reaching.</li> <li>• Use an appropriate lifting technique to manually handle office files and items.</li> <li>• Operate a computer accommodating reasonable adjustments.</li> <li>• React to a display (computer screen) throughout the workday.</li> <li>• Use a telephone within reasonable adjustments (including use of headset).</li> </ul>
<p><b>DECISION MAKING:</b></p> <p><i>Freedom to Act - If Applicable</i></p>	<p><b>POSITION DIMENSIONS:</b></p> <p><i>Applicable to Budget owners and roles with direct reports</i></p>
<p><b>KNOWLEDGE AND EXPERIENCE REQUIREMENTS</b></p> <p><b>Experience, Skills &amp; Attributes</b></p> <ul style="list-style-type: none"> <li>• Effective oral, written and visual communication, writing and editing skills</li> <li>• A high level of attention to detail and organisational ability</li> <li>• Ability to take initiative and propose practical solutions for ongoing systems improvement</li> <li>• Ability to be self-directed and work well under pressure with changing priorities, multiple projects and deadlines</li> <li>• Sound knowledge of, and commitment to AVI’s Mission, Values and Corporate Objectives</li> <li>• Understanding of and commitment to EEO, child protection, workplace health &amp; safety and privacy principles</li> </ul> <p>Knowledge and demonstrated experience in:</p> <ul style="list-style-type: none"> <li>• Demonstrated ability to work in, and positively contribute to, a small multi-disciplinary team</li> <li>• Experience providing administrative support in a busy, fast-paced office environment</li> <li>• High level knowledge of organisational dynamics and culture, and experience coordinating administrative tasks across organisational functions</li> <li>• Understanding of confidentiality principles, and experience with the confidential management of sensitive information</li> <li>• Experience working with a range of software systems and package, including database software and the Microsoft Office suite</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Post-secondary qualifications and/or equivalent experience in a similar office management/administrative support role</li> </ul>	

**ADDITIONAL REQUIREMENTS:**

- In addition to the above, any and all other duties and responsibilities are to be performed as required and consistent with this role
- This role may require some work outside of regular hours
- Understanding of, and commitment to, EEO and privacy principles
- A Background and Security and commercial credit check will be performed as a requirement of this role
- An offer of employment to this role may be subject to a satisfactory criminal record check. This may include require appropriate international police clearances if you have lived in a country (or countries) outside of Australia for a period of more than 12 months in the last five (5) years
- Continued employment may be subject to additional security checks from time-to-time