

AVI Position Description –

POSITION TITLE: Operations Support Coordinator	CLASSIFICATION: AVI Band 3	PROGRAM: AVP	DATE: March 2025
LOCATION: Melbourne	REPORTS TO: Operations Systems Manager	POSITIONS REPORTING TO THIS ONE: N/A	
<p>ORGANISATION</p> <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>			
<p>VALUES:</p> <p>We expect all our employees demonstrate the ability to uphold AVI Values through behaviour, leadership, and projects. Our Values: Equity and Social Justice; Diversity and Inclusion; Integrity; Partnership; Solidarity; and, Respect.</p>			
<p>KEY OBJECTIVE:</p> <p>Working with the Operational Systems Manager, the Operations Support Coordinator provides support to deliver program systems and processes that are efficient and effective and are well communicated within the program.</p>			
ACCOUNTABILITIES			
KEY RESULT AREA	KEY ACTIVITIES	PERFORMANCE MEASURES	
Program Coordination and Support	<ul style="list-style-type: none"> • Contribute to business improvement initiatives • Coordinate with Regional Directors and overseas in-country office teams to ensure documentation and process materials enable effective program delivery • Provide support to in-country staff, including developing training, documentation and process materials to enable effective program delivery • Ensure the maintenance of accurate program records and filing of program information by supporting the effective implementation of the 	<ul style="list-style-type: none"> • Documentation is completed in an accurate and timely manner • Documented approach reflects the needs of the stakeholders • 	

	<p>program's document management/information systems, including Salesforce and SharePoint Online</p> <ul style="list-style-type: none"> • Maintain program manuals, templates and registers, co-ordinate the review and updating of program materials to ensure program compliance. • Provide support for the management of other Operations Support activities as required, including assisting with management of the Impact Fund small grants program 	
<p>Operational efficiency and sustainability</p>	<ul style="list-style-type: none"> • Support the design and implementation of administrative systems and processes to meet the needs of the program • Support the Operational Systems Manager to maintain oversight of system and process changes to inform prioritisation, planning and to support the program with managing impact • Support the operationalisation of new modalities across the program and where necessary act as a conduit to translate and manage other strategic initiatives into mainstream implementation on the program 	<ul style="list-style-type: none"> • System-related outcomes of the annual plan are delivered

<p>Team Work</p>	<ul style="list-style-type: none"> • Develop and maintain proactive and productive working relationships with both internal and external stakeholders • Communicate information as appropriate with relevant team members and to ensure they have up-to-date information • Participate in team activities and meetings demonstrating respect and consideration for individual experience and expertise. • Engage in continuous learning and contribute positively to a collaborative and respectful working environment aligned with the culture and values of AVI 	<ul style="list-style-type: none"> • Mutually respectful and collaborative working relationships within and between teams • Feedback from stakeholders
<p>KEY CHALLENGES Effective management of multiple concurrent projects and competing priorities</p>		
<p>RELATIONSHIPS AND INTERACTIONS:</p> <p>Internal</p> <ul style="list-style-type: none"> • AVP Operations Support Team • AVP Leadership Team • Staff based in Australia and Country Offices • IT Team <p>External</p> <ul style="list-style-type: none"> • DFAT • System vendors, implementation partners, operational service providers and consultants 		<p>PHYSICAL DIMENSIONS:</p> <p>This role requires the ability to:</p> <ul style="list-style-type: none"> • Sit or stand for long periods, as well as regular bending, crouching and reaching. • Use an appropriate lifting technique to manually handle office files and items. • Operate a computer accommodating reasonable adjustments. • React to a display (computer screen) throughout the workday. • Use a telephone within reasonable adjustments (including use of headset).
<p>DECISION MAKING:</p> <p>This role works under the direction of the Operational Systems Manager, within the Operations Support Team. This role will</p>	<p>POSITION DIMENSIONS:</p> <p>This role is not responsible for a budget and does not have any direct reports.</p>	

complete tasks, and activities requiring the use of acquired skills and knowledge in a specialised field. This role will perform duties consistent with defined scope of work set by AVP procedures, policies, and plans with limited scope to work outside these parameters and make decisions without consultation with the direct manager.

KNOWLEDGE AND EXPERIENCE REQUIREMENTS

Experience, Skills & Attributes

- Demonstrated training or experience in program coordination / administration.
- Relevant experience in providing a high level of management support and coordination.
- Sound knowledge of, and commitment to the underpinning values, goals and objectives of the Australian Volunteers Program (AVP).
- Proven high level organisational, project coordination and time management skills
- Advanced skills in word processing, Excel spreadsheets, presentation and database software applications; experience with Salesforce or other CRM will be highly regarded
- High level interpersonal skills and the ability to sustain effective relationships at all levels of the organisation including at the management level
- Proven ability to apply sensitivity and diplomacy when the situation requires it
- Strong attention to detail to undertake work with a high level of accuracy
- Strong written communication skills including the ability to draft letters and prepare reports in a professional manner
- Demonstrated flexibility, cross-cultural sensitivity, and capacity to work independently

Qualifications

- Tertiary degree in international development, community services, arts, social or political science and/or relevant experience.

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
- An offer of employment to this role may be subject to satisfactory criminal record checks. 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.