

# Operations Support Officer

## Position Description

<b>Directorate:</b>	Membership, Volunteers and Regional Operations
<b>Reports to:</b>	Regional Director
<b>Direct reports:</b>	Nil
<b>Location:</b>	Newcastle
<b>Primary position objective:</b>	Provide operational and customer service support to the Regional Director and other members of the Regional Operations team.

*The St Vincent de Paul Society is an Equal Employment Opportunity Employer*

### Directorate overview

This position is in the Membership, Volunteer and Regional Operations directorate. The teams within the directorate and their functions are:

**Member and Youth Experience:** this team is responsible for state-wide membership strategy and engagement; member recruitment and onboarding; Conference support; youth and schools' strategy and engagement; and learning and development needs identification.

**Member Programs:** this team is responsible for state-wide program management and will support local delivery of membership programs, services and assistance including WE CARE, EAPA, NILS, ERF, Twinning, and other emerging programs.

**Volunteer Experience:** this team is responsible for state-wide volunteer strategy and engagement; volunteer recruitment and onboarding (including compliance); and learning and development needs identification.

**Regional Operations:** this team is responsible for local implementation of conference engagement; member engagement; volunteer engagement; WE CARE process; regional leadership; community engagement; community needs analysis; and enabling functions coordination.

## Accountabilities and responsibilities

The Operations Support Officer will:

- Contribute to the successful implementation of the Strategic Plan within their team.
- Create and maintain a friendly and welcoming front office environment.
- Identify and respond to needs of all stakeholders by supporting and implementing specific projects and initiatives determined by Regional Director.
- Collate information, analyse data, prepare documentation and correspondence in line with quality and organisational requirements, to support information flow and inform decision making.
- Support delivery of internal communications to relevant stakeholders, across the region.
- Assist with the coordination and arrangement of local events and forums as required.
- Support all stakeholders in the implementation and usage of Society technological requirements.
- Support the Regional Director and their team with any other task, in the nature of the position.
- Contribute to a working environment for Society personnel by implementing the Society's workplace health and safety practices.
- Contribute to risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

## Critical Key Performance Indicators (KPIs)

- Deliver project and operational tasks in line with agreed quality standards, timeframes and milestones.
- Support the flow of information between teams and directorates to inform decision making.

## Key working relationships

In addition to the Regional Director and their direct reports, the Operations Support Officer will foster positive working relationships with:

- Members, staff and volunteers across the region (Membership, Volunteers and Regional Operations);
- Operations Support Officers in other Regional Operations teams (Membership, Volunteers and Regional Operations).

## Essential criteria

### Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 2) Enable the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 1) Develop an understanding and respect for and be aligned to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 1) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources.

- **Collaboration:** (Level 2) Enable collaboration with Conferences, directorates, and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 1) Support the implementation of change.
- **Team performance:** (Level 1) Develop own performance and contribute to team performance.
- **Digital engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 1) Contribute to generating new ideas that will improve services and ways of working.
- **Financial acumen:** (Level 1) Use the Society's resources responsibly.

### Role-specific criteria

- Proven project coordination skills and the ability to manage competing priorities.
- High level of initiative, enthusiasm, drive and energy.
- Demonstrated experience providing operational support in teams working remotely and across various regions.
- Proven exceptional communication and interpersonal skills across a range of mediums.
- Proven ability to effectively engage with stakeholders from across a diverse workforce that delivers a variety of services.
- Advanced MS Outlook skills
- Proven customer service experience with strong problem-solving capabilities
- NSW driver licence.

### Desirable criteria

- Certificate IV in Business or Office Administration or equivalent.
- Experience analysing data and collating insights to inform decision making within the organisations.
- Experience working in a membership-based organisation to support and empower members and volunteers.