

Operations Support Officer

Position Description

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| Directorate: | Membership, Volunteers and Regional Operations |
| Reports to: | Regional Director |
| Direct reports: | Nil |
| Location: | Newcastle |
| Primary position objective: | 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.