

Position Description

Position title	: Melbourne Office Manager and Admin Support
Reports to	: Ferdi Hepworth
Employment type	: Short Term Temporary Contract
Date of contract	: Monday 21 March to Wednesday 11 May 2016
Location	: Melbourne
Date (created or reviewed)	: 16 February 2016
Approved by (position)	: Susan Metcalf, COO

The Operating Environment

SVA Overview

Social Ventures Australia works to improve the lives of people in need.

We focus on keys to overcoming disadvantage in Australia, including access to great schools, pathways to fulfilling jobs, affordable housing, health services and supportive communities.

By offering funding, investment, and advice we support partners across sectors to increase their social impact.

SVA's strategic approach is structured across four pillars:

1. Strategy and Business Development
2. Venture Philanthropy
3. Impact Investing
4. Advisory work

SVA has an active Reconciliation Action Plan (RAP) and seeks to partner with organisations addressing the disparity between First Australians and non-Indigenous Australians. SVA values diversity in our workforce and welcomes candidates of all cultural and ethnic backgrounds. We have made a commitment, through our Reconciliation Action Plan, to First Australian employment targets.

Position Purpose

The role of the Office Manager is to effectively manage the operations of the SVA Melbourne office, as well as provide additional administrative support to ensure the smooth operation of a number of teams within the Melbourne office.

Position Responsibilities

The Office Manager responsibilities include:

General Office Management

1. Order stationery and purchase kitchen supplies as required
2. Liaise with landlord to report any infrastructure problems and circulate information to staff and tenants where necessary
3. Main contact for tenants regarding operational or tenancy agreement queries
4. Keeping kitchen and meeting rooms tidy. Liaising with cleaning service as needed
5. Posting the mail / taking items to the post office as needed
6. Other general office and support tasks as required

Administrative Duties:

1. Provide administrative support to various directors and associates as required
2. Co-ordinate travel arrangements for various directors as required
3. Manage diary and meetings requests for various directors as required
4. Assist with scheduling and executing team and all staff meetings in the boardroom
5. Monitor, respond to and re-direct emails and phone calls as appropriate

Finance

1. Process expense claims and MasterCard for various directors in line with the expense claim procedure
2. Process monthly invoices for office
3. Reconcile petty cash for SVA Melbourne office

IT

1. Maintain accurate and up to date Salesforce data for various directors as required
2. Liaise with IT service provider on behalf of Melbourne office for support requests
3. Liaise with phone network provider on behalf of Melbourne office for support requests
4. Maintain Lanier photocopier and report any functional problems to help desk

Events and Marketing

1. Support Marketing and Partnerships team with coordination and logistics of events held in Melbourne
2. Maintain record of contact details and RSVPs for events

Person Requirements

To effectively perform this position, the person will require the following:

KNOWLEDGE

- An interest and commitment to working in the social sector and on society's most important challenges is desirable.

EXPERIENCE

- 2-3 years' experience in an office manager/coordinator/PA/admin role; experience in diary management, travel arrangement, expense claims and an excellent telephone manner.

SKILLS

- Planning
 - Ability to prioritise administrative duties, organise and manage work in an environment with multiple and conflicting demands
- Communication
 - Ability to communicate effectively both internally and externally and contribute to a positive team dynamic
 - Excellent telephone manner and customer service skills
 - Well-developed written skills with high attention to detail
- Problem Solving
 - Ability to troubleshoot and problem solve
 - Ability to work in a busy environment managing multiple tasks from across the organisation
- Interpersonal
 - Well-rounded interpersonal skill set. Good attention to detail and organisational skills with the capacity to build strong relationships, work effectively in team environment, and initiate process improvements where required
 - Ability to maintain confidentiality and handle sensitive matters diplomatically and discreetly
- IT (Word, Excel, PowerPoint)
 - Intermediate/Advanced skills in Word and Excel, Basic PowerPoint, Email (Outlook preferable) and Internet software packages.
 - Accurate typing, 40+wpm
 - Knowledge of Salesforce advantageous
 - Basic IT knowledge and troubleshooting skills

BEHAVIOURAL SKILLS

- Motivated
 - Highly self-motivated and proactive, efficient in the implementation of administrative duties