



# POSITION DESCRIPTION

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<b>POSITION TITLE:</b>	Administration & Operations Coordinator
<b>CLASSIFICATION:</b>	Full Time
<b>SALARY RANGE:</b>	Available on request
<b>REPORTS TO:</b>	Finance & Development Manager

## **The Torch**

The Torch is a not for profit community arts organisation that provides art, cultural and vocational support to Indigenous offenders and ex-offenders.

The core business of the Torch is to address the over-representation of Aboriginal and Torres Strait Islander people within Victoria's correctional facilities through its State-wide Indigenous Arts in Prisons & Community program.

Through art, cultural, and arts vocational support, we provide a forum for cultural exploration, expression and strengthening for members of our community who are incarcerated, and through supporting creative skills and connection to culture, work with participants to find a new way forward on their return to community and reduce rates of reoffending.

## **POSITION SUMMARY**

The Administration & Operations Coordinator has an integral role in the smooth running of the company's office and activities, with a particular focus on facilitating the effective use of our space, systems and assets for staff and participants. This role will suit someone who has excellent attention to detail, with a friendly and positive temperament, with a particular flair for refining systems, solving logistical problems and ensuring operations run smoothly.

## **AREAS OF RESPONSIBILITY**

### **OFFICE MANAGEMENT**

- Develop, implement and streamline operational systems including efficient office procedures, electronic and physical filing, and archiving.
- Assist the Finance and Development Manager to project manage the installation and implementation of an integrated database (Salesforce) including training staff and maintaining up to date training manuals
- Oversee office contractors including cleaners and tradespeople
- Contribute to the development of policies and procedures for company administration and coordinate company training and staff inductions where required
- Maintain the organisation's front line contact by assisting with receiving deliveries, answering the phone and organising outgoing mail and mail-outs



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## **ASSET MANAGEMENT**

- Coordinate the company's day to day IT requirements including troubleshooting staff issues, coordinating technical support, equipment maintenance and purchasing.
- Coordinate the maintenance of the organisation's vehicles including registration, servicing, insurance and log books.
- Monitor and maintain supplier accounts and the purchasing of office consumables such as kitchen supplies and stationary

## **OPERATIONS**

- Assist the Arts and Program Teams to maintain and update a database of company and artist contacts and activities
- Assist the Development Manager with philanthropic reporting, events and fundraising campaigns
- Assist the CEO with administrative tasks
- Assist the Arts Team with marketing and event activities as required
- Work with the Arts Coordinator to manage transport of artworks and to maintain 'artwork movement register'
- Oversee staff meeting logistics
- Coordinate staff and artist travel and accommodation arrangements
- Develop and foster relationships with participants providing them with basic support
- Other duties as directed by the CEO and Finance & Development Manager

## **SELECTION CRITERIA**

1. Excellent written and verbal communication skills and the ability to deal confidently with a broad range of stakeholders
2. Strong digital skills, including in Microsoft Office and CRM software (preferably Salesforce)
3. Ability to self-manage a complex workload using outstanding organisational and time management techniques with meticulous attention to detail
4. Knowledge of Indigenous communities and cultural protocols (desirable)
5. At least two years' experiences in an administration or operations role
6. Driver's license (desirable)

## **TO APPLY**

Please send a cover letter addressing the selection criteria (no more than 2 pages) and a current CV to the Finance & Development Manager on [deb.lyon@thetorch.org.au](mailto:deb.lyon@thetorch.org.au) by 5pm on Friday 12<sup>th</sup> April, with the subject line "Administration & Operations Coordinator application".

**Enquiries** about the role can be directed to Deb Lyon on 0448 401 133 or [deb.lyon@thetorch.org.au](mailto:deb.lyon@thetorch.org.au)