

## Position Description

Position title	: Employment Team Project Support Officer
Reports to	: Director, Employment
Employment type (FT/PT)	: Part time (2 days a week), until September 2015
No. of direct reports	: 0
Date (created or reviewed)	: February 2015
Location:	: Sydney
Approved by (position)	: Executive Director, Employment

### The Operating Environment

#### SVA Overview

Social Ventures Australia (SVA) was established in 2002 as an independent non-profit organisation. It invests in social change by helping increase the impact and build the sustainability of those in the social sector.

SVA's investments are focused on high potential organisations that are fostering solutions to some of the most pressing challenges facing our community. It provides funding and strategic support to carefully selected non-profit partners, as well as offering consulting services to the social sector more broadly.

More recently, SVA has embarked on a series of collaborative partnerships to develop and test innovative approaches in the social sector, particularly in the fields of employment and education. SVA's Employment team focuses tackling employment exclusion in Australia by investing our efforts in:

- Social Ventures: We help scale and replicate carefully selected venture partners who implement innovative solutions to reducing unemployment
- Projects and Partnerships: We develop collaborative projects and foster partnerships with key government, philanthropic and corporate stakeholders
- Practical Insights: We identify 'what works' and based on this, support sector development and influence systems change.

### Position Purpose

The role of Employment Project Support Officer is to provide comprehensive administrative support as requested by the Director on all aspects of a number of Employment projects, to ensure their successful delivery. This position will focus on supporting The Indigenous Social Enterprise Fund (ISEF) within SVA.

## Position Responsibilities

The Employment Project Support Officer's responsibilities include:

### **Project Coordination**

- Provide administrative and research support to the Project Manager/Director in conducting business development
- Support the Project Manager/Directors in the delivery of all aspects of projects including liaising with stakeholders, arranging travel and any associated administrative tasks
- Schedule team meetings, prepare agenda and draft minutes
- Assist with the effective management of the project budget by keeping accurate records of all expenses / costs incurred during the course of the projects
- Track and monitor progress of project milestones and deadlines and follow up with all stakeholders as required

### **Administrative Duties**

- Monitor, respond to and re-direct emails / phone queries as appropriate for ISEF
- Collect reporting data and maintain reporting tools in Excel, Word and Salesforce
- Organising meetings for the Development Manager/Director as required
- Liaise with and support team members business related travel arrangements
- Draft reports, and communications to stakeholders with diligent formatting of documents to ensure a consistent end product
- Liaise with the Investor Relations team with regard to events as appropriate

### **IT**

- Maintain accurate and up to date Salesforce data for each project as appropriate
- Run Salesforce reports for projects as required
- Developing campaign lists in Salesforce, managing RSVPs etc.

### **Miscellaneous**

- Prepare meeting rooms, setting up/putting away equipment for project related meetings
- Support other Employment team members when able and as required
- Venue research and cost comparisons 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. Knowledge of and interest in social enterprise development will be well regarded.

### EXPERIENCE

- 2-4 years' experience in a project officer/team coordinator/ admin role
- Experience in diary management, customer service , travel arrangement, and good telephone manner
- Demonstrated knowledge and experience of looking after a team in an administrative capacity
- Experience in managing and working on events is desirable.

### FORMAL QUALIFICATIONS

- Strong academic record
- Completion of a relevant diploma or degree (eg commerce, business, social science) with relevant work experience or an equivalent combination of relevant experience and/or education/training.

### SKILLS

- Planning
  - Ability to perform administrative duties, organise and prioritise in an busy environment with multiple and conflicting demands
  - Capacity to balance the need to operate independently or work as part of a team, as tasks require
- Team building
  - Ability to provide reliable administrative support to all team members and maintain a positive team spirit
- Communication
  - Ability to communicate effectively both internally and externally
  - Good telephone manner
  - Excellent customer service skills
  - Well-developed written skills with high attention to detail
- Problem Solving
  - Ability to trouble shoot and problem solve
  - Ability to work in a busy environment managing multiple tasks from across the organisation
- Interpersonal
  - Well-rounded inter-personal skill set with capacity to build strong team relationships, work effectively in a team environment and initiate process improvements where required

- Ability to maintain confidentiality and handle sensitive matters diplomatically and discreetly
- IT (Word, Excel, PowerPoint)
  - Intermediary/Advanced skills in Word and Excel, PowerPoint, Email (Outlook preferable) and Internet software packages. Accurate typing.
  - Working 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
  - Team player: ability to work effectively as a member of a passionate, dedicated and hardworking team

I confirm that I have read the above job description and understand my responsibilities as an Employment Team Project Support Officer.

\_\_\_\_\_  
Signature of Employment Team Project Support Officer      Date

Print Name \_\_\_\_\_

\_\_\_\_\_  
Signature of Director, Employment      Date

Print Name \_\_\_\_\_