

Position: Projects Assistant (32 Hours/Week, Monday - Friday)

Team Member: To be appointed

Organisation Overview

Leep enables people to use technology in an increasingly digital world. We support all people to build digital skills and confidence, to close the digital divide and reduce social and economic exclusion through one-on-one digital mentoring provided by volunteers.

We welcome high achievers, who share our passion for social justice and inclusion, can engage with a variety of stakeholders (older and poorer Australians, people with disability, people from other cultures/refugees, potential partners and donors), are digitally savvy and are excited to take on new challenges with initiative and creativity.

Position Overview

The Projects Assistant will provide support and assistance to a range of internal and external projects. This will primarily involve:

- Volunteer referral service – link potential volunteers with volunteering opportunities across Western Sydney
- Promotion and Marketing – support the creation of weekly e-newsletters and coordination of promotional activities
- Project support – provide administrative support to the leadership team and the wider Leep team

The position will be based at Leep NGO's office in Penrith and may involve some travel throughout Western Sydney.

The position is based on a 32-hour week and is contracted until 30 June 2021, with the possibility of extension depending on achievements and funding.

Characteristics of an ideal candidate

The Projects Assistant will display the following characteristics:

- A passion for digital inclusion and volunteerism
- A high achiever who shares our passion for social justice and inclusion
- Flexible and able to shift priorities in a dynamic and ever-changing environment
- A solutions-focused attitude to efficiently respond to different challenges and opportunities
- Rigorous attention to detail
- Ability to think laterally and envisage the potential of projects and people
- Embody a curious mindset with a thirst for knowledge
- Forms strong working relationships with co-workers and external parties
- Ability to work collaboratively and as part of a team

- Ability to multitask, be calm whilst managing competing priorities and work with a sense of humour
- Ability to take initiative, set priorities and work under general direction

Required Skills and Knowledge

- Strong verbal and written communication skills, including editing skills
- Previous experience in a customer facing role, including phone communication
- Basic research skills
- Good planning, organisation, time management skills and ability to meet deadlines
- An eye for detail and design
- Competent in using Microsoft Office applications, confident in navigating the internet, and has the aptitude to quickly learn new apps and tools
- Negotiation and problem-solving skills
- Experience working with CRM software
- Volunteering experience and/or understanding of the volunteering sector
- Experience or willingness to learn website maintenance tasks

All employees of Leep NGO work under the Social, Community, Home Care and Disability Services (SCHADS) Award and the Leep NGO Staff Agreement and Contract of Employment.

We highly value our dedicated team and offer above award salaries and conditions of employment, along with opportunities for professional development.

This position will be paid under the SCHADS award Level 1 or Level 2, depending on skills and experience.

Extent of Authority

The Projects Assistant will be directly responsible to the Head of Operations and Communications.

In accordance with Leep NGO's governance, the position is ultimately accountable to Leep NGO's Board of Directors.

General Responsibilities

- Respond to enquiries and provide information to potential volunteers;
- Accurately enter data into Leep's CRM database, and providing reports to supervisors and relevant team members as required;
- Develop and maintain relationships with internal and external volunteers;
- Assist in promotional activities for Leep's services;
- Report against goals and targets as required by your direct supervisor
- Research, write articles and prepare weekly e-newsletters
- Provide project and administrative support
- Prepare for and attend support and supervision with direct supervisor on a monthly basis.

Shared Responsibilities

These duties are shared amongst the entire team at Leep NGO, with the expectation that each team member engages with them to the best of their ability.

- Promote the projects and activities of Leep NGO within the broader community.
- Undertake training appropriate to the position.
- Participate actively in staff meetings, staff appraisal/supervision mechanisms, and organisational planning sessions.
- Work collaboratively with other team members on a day to day basis in the running of the organisation in accordance with the 'Staff Common Responsibilities' booklet, by sharing skills, resources, projects and ideas.
- Work in accordance with the vision, mission, objectives and the Policies and Procedures of Leep NGO.
- Incorporate access and equity principles in the development of projects and activities and through the provision of training, resources and information.
- Participate in relevant networking and information exchange and collaborative activities relevant to the position.

Key Relationships

Internal

- Leep Board of Directors
- Leep Chief Executive Officer
- Leep Team
- Volunteers and students

External

- Community Groups
- For Purpose Organisations
- Local, State and Federal government representatives

Work Health & Safety

Leep NGO is committed to Work Health and Safety (WHS) practices which reduce risk, prevent injuries and promote work satisfaction. Leep NGO strives to provide all staff, clients, volunteers, and board members with a safe and healthy environment.

All staff members are responsible for identifying any WHS issues. These issues must be reported to the WHS Representative who will then undertake appropriate action.

Date Created: February 2020

Date Revised:

Review Date:

Signed:

Employee –

Supervisor –
