



Hi, Leep is Hiring!

We are a for-purpose organisation with a difference. We're change makers, we're fast thinking and we're courageous. We believe everyone has a right to have the necessary skills to enjoy the social and economic benefits of living in a digital world. This is our purpose and our quest. We do what we love, with people we like, to help make the world more inclusive. To work at Leep you have to be amazing!

Current Career Opportunities are:

- Volunteer Support Service Manager
- Operations and Events Coordinator

Why work with us

We have an amazing team with a diverse range of expertise and experiences. Our work provides positive social impact every day. We value people who:

- love what they do
- think outside of the box
- are always learning
- give more than they take
- and always put people first

Benefits of working with us

- Above award conditions including pay rates, annual and personal/carers leave and generous salary packaging options that can increase your take home pay by paying certain expenses using pre-tax dollars up to \$18,500 a year.
- Flexible working conditions within a fully remote team
- Collaborative team environment
- Purpose driven career
- Genuine commitment to diversity in the team – people with lived experience of disability are welcomed

HOW TO APPLY

Only applicants who submit a **Selection Criteria** of how they meet the **Required Skills, Knowledge & Qualifications** and the **Requirements for Remote Working** found in the position description **will be considered**.

Send your **application** together with your **resume** to carol@thehumanequation.com.au

Please contact Cecily Michaels, CEO, on 1300 163 106 Ext 20 with any enquiries.

Closing date: as soon as possible

Position Details

Position:	Operations and Events Coordinator
Reporting to:	Chief Operating Officer
Status:	Permanent full-time (35 hours per week)
Award Classification:	Level 3/4, Social, Community, Home Care & Disability Services Award
Probationary Period:	Six months
Location:	Remote working

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.

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 & Purpose

This role ensures that all internal systems and process are operating effectively and efficiently, thereby enabling the successful delivery of external services to our stakeholders. It includes event coordination, planning and execution of all Leep events, including logistical arrangements and administrative tasks. The role also supports the organisation to comply with legislative, regulatory and contractual obligations.

Characteristics of the Applicant

The Operations and Events Coordinator will display the following characteristics:

- A strong achiever who shares our passion for social justice and inclusion
- Flexibility, with the ability to shift priorities in a dynamic and ever-changing environment

- A solutions-focused attitude to efficiently respond to different challenges and opportunities
- Tech savvy, comfortable to work with new systems and processes
- Rigorous attention to detail
- Ability to learn new skills with enthusiasm
- Ability to work under broad direction and exercise responsibility for relevant activities
- Ability to engage with a variety of stakeholders (older and poorer Australians, people with disability, people from other cultures/refugees, potential partners and donors)
- Ability to be a team player and achieve common goals.

Required Skills, Knowledge and Qualifications

Skills:

- Minimum of 2 years' experience in a comparable role
- Excellent interpersonal skills, with a demonstrated ability to consult, influence and liaise with internal stakeholders from a variety of backgrounds and experiences
- Strong verbal and written communication skills
- Demonstrated ability to write professional business documents such as policies and procedures
- An efficient, methodical approach to work with the ability to manage multiple projects and priorities and meet deadlines.
- Strong problem solving and analytical skills
- Ability to be self-directed and self-motivated in a remote working environment
- Excellent computer literacy including the Microsoft Suite and CRMs

Qualifications:

- Vocational or tertiary qualifications in a relevant field (or working towards)

Other:

- Willingness to work flexible hours when required
- Commitment to social justice

Desirable Skills, Knowledge and Qualifications

- Experience working in the not for profit sector

Extent of Authority

The Operations and Events Coordinator will be directly responsible to the Chief Operating Officer. In accordance with Leep NGO's governance, the position is ultimately accountable to Leep NGO's Board of Directors.

Accountabilities & Key Activities

Operations

- Manage outward facing services including customer support.

- Coordinate procurement activities across the organisation.
- Maintain the asset / equipment register.
- Facilitate the set up of remote working arrangements for new employees and coordinate return of equipment when employees exit the organisation.
- Establish and implement knowledge / document management systems and processes.
- Liaise with the IT provider to deliver IT support and trouble shooting.
- Work with the CRM developer to optimise the use of the CRM including reporting.
- Undertake CRM development activities.
- Create, implement and monitor systems to ensure the integrity of CRM data.
- Provide back-up support for Leep's program data and evaluation processes.

Event Coordination

- Oversee all events including volunteer training, Volunteer Managers forums, promotional events, recognition events for volunteers and staff, online website training, annual general meetings, conferences and celebration events.
- Coordinate with relevant team members the delivery of training for volunteers and volunteer managers including venue bookings, catering and other logistics.

Governance & Compliance

- Coordinate the development, implementation and maintenance of Leep's policy framework.
- Work with the Chief Operating Officer to develop and implement business procedures and practices to support excellence in service delivery.
- Maintain Leep's contracts / MOU register including reporting deadlines and acquittals and manage processes to enable Leep to meet those requirements.
- Coordinate all Leep's WHS processes and procedures

- Report against goals and targets as required which includes, but is not limited to:
 - Bimonthly Board reports
 - Annual reports
- Prepare for and attend support and supervision with direct supervisor(s) on a bimonthly basis.
- Demonstrate commitment to Leep values and brand personality
- Undertake other duties and responsibilities within the scope of this role as required.

Shared Responsibilities

These duties are shared amongst the entire team at Leep NGO, with the expectation that each team members 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, contributing positively to team dynamics.
- Work in accordance with the vision, mission, objectives and the Policies and Procedures of Leep NGO.
- Participate in the development and activities of other Leep NGO projects as required.
- 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

External

- Local, State and Federal government representatives
- Community organisations
- Volunteer involving organisations
- Learners
- Clients
- Community Sector workers

Accountability

Key Performance Measures

Operations

- Effectiveness of business processes.
- Functionality of the CRM.
- Timeliness of IT support to staff.
- Timeliness of learner establishment in the CRM.

Event Coordination

- Number of events coordinated
- Level of attendance at events
- Events organised run efficiently and smoothly
- Feedback from event participants

Compliance & Governance

- On-time compliance with contract reporting and acquittal requirements.
- Currency of policy register, policies and procedures.
- Quality of policy and procedure documentation.
- Compliance with WHS requirements.

Team Leadership

- Level of team performance.

General responsibilities

- Relevant reports completed and submitted on time and in line with contractual agreements

Shared responsibilities

- Visible and consistent commitment to Leep values and brand personality
- Contribution to positive team dynamics

Requirements for Remote Working

The Leep team is fully remote! We are practising digital inclusion and have developed sound working practices to support our remote team and keep engaged and connected with each other.

To be part of our remote team, you will need to:

- Have suitable office facilities at your home or other place of work. Suitable office facilities include a dedicated workspace that will be assessed against our Workplace Health & Safety requirements.
- Have adequate lighting.
- Have a work area free of trip, slip, fall and electrical hazards.
- Have adequate security for Leep equipment (eg, locks on doors, secure storage of Leep equipment).
- Agree to allow Leep to physically inspect and assess your remote working facilities.
- Agree to wear business attire including suitable footwear during working hours.
- Have reliable internet access.
- Have reliable mobile phone coverage.
- Agree to abide by our policies and procedures at all times.
- Agree to be available by phone, email and other media such as Teams and Zoom during all your working hours.
- Be able to establish and stick to your own work routine.

We will support you to work remotely by:

- Providing you with a laptop or other computer equipment.
- Providing an ergonomic chair and a desk (if you don't have one).
- Paying you a Remote Working Allowance of \$100 per quarter to contribute to your electricity, internet and local travel costs (although you will not have the costs associated with regular commuting).
- Giving you comprehensive training when you first start and access to ongoing professional development.
- Connecting in with you regularly.
- Inviting you to regular digital and in-person team events (when COVID-19 is over).