



POSITION DESCRIPTION

OFFICE COORDINATOR

About The Wyatt Trust

The Wyatt Trust (Wyatt) is one of Australia's oldest philanthropic trusts, originating from the assets of the estate of Dr William Wyatt (1805-86). With a role supporting South Australians experiencing financial hardship, and a vision to challenge inequality and eradicate poverty, Wyatt provides financial support via grants direct to individuals or via partner organisations. More information can be found at www.wyatt.org.au.

Inparrila is the collaborative workspace which is home to Wyatt staff together with external members and guests who share our values.

Purpose of the Position

Reporting to the Business and Operations Lead, the Office Coordinator is responsible for the overall management and use of the Inparrila workplace and for high level administrative and ICT support for Wyatt staff and Inparrila members and visitors. The role has a focus on:

- contributing to a stakeholder focused, professional, collaborative and harmonious environment, and
- the continuous improvement of administrative, ICT and event processes and systems.

Key Definitions

When we refer to the following, this is what we mean:

Events: Could include forums, webinars, workshops, training, or other style events and are developed by Wyatt, Inparrila members or other stakeholders who want to use Inparrila as their venue

Inparrila: Inparrila is a shared workspace that houses Wyatt as well as other individuals, non-profit organisations, and businesses

Members: Non-Wyatt individuals and other organisations who work from Inparrila

Stakeholders: Wyatt staff and board, grant partners, Inparrila members, organisations who use Inparrila for events, contractors and service providers

Key Responsibilities

The key responsibilities of the position include:

- Delivery of front of house services for the Inparrila workplace
- ICT and administration support
- Event coordination and support
- Accounts payable and accounts receivable
- Special projects

Management of the Inparrila workplace

- Deliver the external facing reception function, including via phone, in-person and email
- Ensure that all stakeholders are treated in a friendly and professional way, and they have a positive experience at Inparrila
- As the first point of contact for external users of Inparrila, take responsibility for proactively managing concerns with minimal direction
- Manage onboarding of staff, members and guests including assistance with ICT resources and office equipment
- Setting up meeting rooms and workspaces for meetings, events etc.
- Maintain membership, room booking and events information
- Maintain all shared workspaces to a professional standard

ICT and Administration support

- Be the first point of contact for all office and ICT related enquiries
- Ensure the continuous operation of all office equipment, computers, systems, and any other relevant equipment, arranging for repairs and maintenance, if required
- General administrative tasks including mail, catering, Australian Bureau Statistics reports, filing and records management
- Purchasing office supplies and equipment and maintaining appropriate stock levels
- Act as First Aid Officer and Fire Warden if required and ensure workplace is compliant with OHS policies and regulations
- Update procedure documents as required

Event Coordination

- Work with internal stakeholders to inform them of what is happening and assist with the delivery of their events

- Coordinate any event promotion and hospitality requirements
- Set up and coordinate online events using virtual platforms such Zoom or Microsoft Teams
- Drive initiatives and service that delivers an amazing experience for all
- Create and maintain strong, collaborative, and flexible working relationships with stakeholders

Accounts Payable and Accounts Receivable

- Deliver the accounts payable function including opening new supplier accounts, processing accounts payable invoices, processing weekly online payment runs, monitoring accounts payable inbox for supplier queries, ensuring that all company vendors are paid in full and on time and processing credit card transactions
- Deliver the accounts receivable function including processing incoming payments, opening new accounts, invoicing and follow up of outstanding payments
- Attend to accounts payable and receivable queries promptly and professionally, escalating any unknown issues appropriately

Special Projects

- Provide assistance to the Business and Operations Lead, CEO and Team Leads as required
- Special projects as they arise and are relevant to the business and operations of Wyatt and Inparrila

Other Duties Relevant to the Position

- Duties and responsibilities listed in this description should not be considered definitive. Duties may be added, deleted, or modified in consultation with the incumbent as necessary. Job descriptions and staff performances will be reviewed regularly
- Availability outside of business hours may be required on occasion

Key Selection Criteria

Skills and Experience

- Relevant experience or qualification in business, event management, or administration
- Relevant office management experience, preferably in a not-for-profit environment
- Advanced skills in the use of contemporary ICT including Office 365, video conferencing and Xero in a Mac environment
- Accounts payable experience would be highly regarded

Personal Qualities

- Demonstrated ability to engage, organise and enthuse others collaboratively
- High level of initiative and problem-solving abilities, including the ability to address complex administrative, ICT and event challenges with minimal direction
- High level attention to detail
- Ability to work to deadlines and successfully prioritise competing demands
- Demonstrated very high level of written and verbal communication skills
- Alignment with Wyatt values

Other

- Working with Vulnerable People and National Criminal History Clearances
- Current First Aid certificate desirable