



JOB TITLE: Operations Coordinator
CLASSIFICATION: SCHADS Level 4
LOCATION: Melbourne
REPORTS TO: Director Finance & Operations
DIRECT REPORTS: Nil

KEY RELATIONSHIPS

- Business Services Team
- CEO and Executive Team
- Philanthropy Australia staff
- PA Members, Champions & Key Stakeholders

ABOUT PHILANTHROPY AUSTRALIA

Philanthropy Australia (PA) is the national peak body for philanthropy. We are an independent, not-for-profit organisation with more than 800 trusts, foundations, families, individual donors, professional advisers, companies, intermediaries and not-for-profit organisations as our members and partners.

We provide advocacy, networking, services, and resources to the philanthropic and not-for-profit sector, as well as information and research for the Australian community.

We are a growing movement of people and organisations who believe in the importance of giving and our members are proud to leverage their wealth and influence to create positive social change and community benefit. Our vision is for a generous and inclusive Australia. Our purpose is to inspire more and better philanthropy.

We support the wider philanthropic efforts of our membership through:

- Leading, advocating, and representing the philanthropic sector.
- Promoting the contribution of philanthropy by increasing understanding in the community, business and government.
- Inspiring and supporting new philanthropists.
- Increasing the effectiveness of philanthropy.
- Promoting strong and transparent governance standards in the philanthropic sector.
- Producing and distributing information to those seeking to understand, access, or partner with the philanthropic sector and to contribute to the growth of philanthropy and the philanthropic sector.

Our values and behaviours



ROLE PURPOSE

The primary purpose of this role is to support the functions of the Business Services business unit. This role will work with the events, digital and finance teams to help deliver the activities of the business unit.

The role participates as a key member of the Business Services business unit.

This role works under the general direction in established functions that require the application of skills and sound knowledge appropriate to the work, gained through qualifications and/or previous experience in a discipline. Expected to contribute knowledge in establishing procedures in the appropriate work-related field, and to set outcomes and further develop work methods where general work procedures are not defined.

KEY RESPONSIBILITIES

Finance Coordination

- Support the Director Finance & Operations in the day-to-day finance operations of PA
- Undertake accounts payable and receivable
- Reconcile membership revenue between Xero and Salesforce monthly

Membership & Project Coordination

- Undertake administrative support of member information in our CRM (Salesforce)
- Assist the Membership team in managing new and prospective member inquiries promptly and professionally
- Support membership renewals process
- Coordinate new projects for the business services team and facilitate smart documentation management.

Office/Operations Coordination

- Assist with office related issues including acting as backup safety warden in the head office.
- Liaise with external suppliers in relation to requirements of the PA offices.
- Support the ongoing improvement of operations including finance processes, technology systems, ICT management, and coordinating office management.
- Provide IT support liaising with IT providers to facilitate hardware repairs, updates, and trouble-shooting issues.



Event Coordination

- Provide administrative support to events using online event management software.
- Support PA events by assisting in the preparation of run sheets, presentations, equipment, name tags, etc
- Respond to member enquiries in a timely manner

Professional Practice

- Maintain effective links and relationships with other relevant stakeholder organizations in the philanthropic sector.
- Participate in PA's corporate life including attendance and assistance with stakeholder events both interstate and after-hours as required.
- Abide by Philanthropy Australia's Code of Conduct living the Values of the organisation.

SKILLS & EXPERIENCE

Qualifications

- Tertiary qualifications in Business, IT, Accounting, Economics, or relevant field.

Experience

- Strong IT experience, using digital platforms to report and use data and information strategically
- General Accounting/Finance experience
- Project Management support experience
- Working at least 2 years in a finance and operations function in a small to medium sized business

Skills

- Proficient in Microsoft Office 365 including Word, Excel, Teams, PowerPoint, and Outlook
- Knowledge of accounting software such as Xero, MYOB
- Exposure to Salesforce or other CRM system
- Ability to self-manage and multi-task, plan work, adhere to deadlines and problem solve
- Excellent attention to detail, ensuring all work is accurate
- Well-developed written and oral communication, negotiation, and presentation skills, including ability to inspire others, positive interaction and effective problem solving
- Strong stakeholder service focus – ability to work co-operatively and cohesively with other staff members and external stakeholders
- High commitment to customer service and the improvement of service delivery
- Strong organizational skills with an ability to manage multiple tasks simultaneously.
- Proven ability to prioritize and juggle competing demands.



Respect

- We respect the inherent dignity of each and every human and each individual's skills, experience and contribution.
- We acknowledge the special connection of First Nations' Custodians to the lands and waters on which we work and pay our respects to First Nations Custodians and Elders past and present.
- We value when people give of their time, treasure, talent, and ties, to good causes.

Impact

- We encourage philanthropy that makes a real and lasting difference by supporting organisations in their programs, capacity, and advocacy.
- We practice, and foster, collaboration as we build connections for greater impact.
- We encourage funders to be strategic, catalytic, and responsive to need in their giving.

Trust

- We create welcoming environments that are safe, inspiring, and fun.
- We are caring and direct in our conversations, accountable for our decisions, and do what we say we'll do.
- We are committed to deepening trust between donors, service providers and beneficiaries.

Celebration

- We promote the joy of philanthropy and profile inspiring philanthropy.
- We celebrate and build a culture of learning.
- We create space for all voices to be heard and celebrated.

Humility

- We don't have all the answers and we look to learn from others.
- We grow from our mistakes and our vulnerabilities.
- We carve out time to be still and listen deeply.

Sharing

- We practice, and encourage, the timely sharing of information, knowledge, experience, and expertise.
- We work as one Philanthropy Australia team with a shared commitment to our vision, purpose and values.
- We share our appreciation with those who support and enable our work.