

# FOODBANK VICTORIA

## POSITION DESCRIPTION



<b>POSITION</b>	Office Coordinator		
<b>DEPARTMENT</b>	People & Culture		
<b>LOCATION</b>	Yarraville		
<b>REPORTS TO</b>	Chief People and Culture		
<b>DIRECT REPORTS</b>	Nil		
<b>KEY CONTACTS</b>	People & Culture Team		
<b>AWARD &amp; CLASSIFICATION</b>	SCHADS, Level 2		
<b>DATE</b>	February 2025	<b>EXECUTIVE SIGNATURE</b>	<i>Cherie Rayner</i>

### ROLE PURPOSE

The Office Coordinator plays a critical role in welcoming all visitors to FBV. The Office Coordinator is responsible for the efficient and effective management of office operations. This role involves overseeing administrative tasks, ensuring a productive work environment, and providing support to visitors, team members and management.

### MAJOR ACCOUNTABILITIES

#### #1: Office Administrative Management

- Provide administration support to the organisation, daily office needs, managing general administration activities and ensure that administrative functions run smoothly
- Answer telephone calls, communicating with internal and external customers and directing enquires professional and promptly.
- Maintain and update internal office procedures, telephone lists and contract lists.
- Monitor the FVB email inbox and answering queries or forwarding to the correct department in a timely manner.
- Preferred Dress management: sales, stocktake and ordering.
- Provide administration support to team members and management as needed.
- Address and resolve any office- related issues and concerns.
- Greet visitors and members of the public, provide assistance with food donations and give an overview of FBV operations in a courteous manner.
- Administration of the Pool Car Database.
- Manage office supplies inventory and place orders, as necessary.
- Assist in organising internal team events, including birthdays, Christmas party and volunteering events.
- Processing and directing incoming and outgoing mail, packages, or deliveries if when required.
- Where required, assist with coordinating and scheduling meetings, appointments, and travel arrangements

<ul style="list-style-type: none"> <li>Assist with expense tracking, process invoices, and receipts as needed.</li> </ul>	
<b>#2: People and Culture Administration and Compliance</b>	
<ul style="list-style-type: none"> <li>General HR administration tasks &amp; other duties as required.</li> <li>Follow up managers and team on return of documents to ensure records are up to date.</li> <li>Provide administrative support for employee engagement measurement, activities and organising engagement events.</li> <li>Assist developing and implementing office policies to improve efficiency and effectiveness</li> </ul>	<ul style="list-style-type: none"> <li>Provide administrative support for onboarding activities including organising induction events, collating onboarding documents.</li> <li>Ensure compliance of company policies and procedures</li> <li>Provide administrative support to the P&amp;C team such as scheduling interviews.</li> </ul>
<b>#3: Training and Development</b>	
<ul style="list-style-type: none"> <li>Maintain FBV training register, ensuring details are accurate &amp; up to date.</li> <li>Manage and maintain Sentiont records and perform the role of Sentiont system administrator.</li> </ul>	<ul style="list-style-type: none"> <li>Assist P&amp;C team with set up for Training workshops.</li> </ul>
<b>#4: Self-Management</b>	
<ul style="list-style-type: none"> <li>Positive participation in regular team meetings.</li> <li>Inform team members and other departments of relevant information as appropriate.</li> <li>Willingness to undertake training and development opportunities as appropriate.</li> <li>Willingness to undertake other duties as required.</li> </ul>	<ul style="list-style-type: none"> <li>Effective time management and organisational skills demonstrated through ability to meet deadlines.</li> <li>Demonstrate the Foodbank Victoria values of empowerment, accountability, respect, and integrity in all work activities.</li> </ul>
<b>#5: Workplace Health and Safety (WHS)</b>	
<ul style="list-style-type: none"> <li>Comply with all company policies, procedures, and code of conduct.</li> <li>Assist achieving our company vision through meeting our legal, moral, and ethical obligations.</li> <li>Ensure WHS policies and processes are adopted across the organisation.</li> <li>Encourage continuous improvement in WHS practices by recommending changes and implementing agreed improvements.</li> <li>Ensure the office is clean, safe and conducive to work.</li> </ul>	<ul style="list-style-type: none"> <li>Maintain a safe work environment for yourself, team members, volunteers, visitors, contractors, and other external stakeholders at all times.</li> <li>Lead by example and display an active commitment to company policy and WHS compliance. Identify and report all incidents and safety hazards so that the appropriate review and corrective action can be taken.</li> </ul>
<b>TECHNICAL KNOWLEDGE</b>	<b>PERSONAL ATTRIBUTES</b>
<ul style="list-style-type: none"> <li>Certificate level 4 qualifications in business administration, Human Resource or similar preferred.</li> <li>Demonstrated significant experience in administration, as an Office/ P&amp;C</li> </ul>	<ul style="list-style-type: none"> <li>Strong organisational and time management skills.</li> <li>Excellent verbal and written communication, interpersonal skills, and high attention to detail.</li> </ul>

<p>Coordinator, Team Assistant or similar.</p> <ul style="list-style-type: none"> <li>Strong experience in MS office including One Drive, SharePoint and strong Excel experience.</li> </ul>	<ul style="list-style-type: none"> <li>Attention to detail, problem-solving and decision-making aptitude.</li> <li>Ability to multitask and priorities tasks effectively.</li> <li>Experience in creating files and document templates.</li> <li>Detail-oriented and comfortable working in a fast-paced environment highly regarded.</li> </ul>
VALUES	FOUNDATION BEHAVIOURS
<b>Empowerment</b>	
	<ul style="list-style-type: none"> <li>We develop Team Members and each other.</li> <li>We challenge the status quo.</li> <li>We provide the opportunity for ourselves and others to experience the value of our work.</li> <li>We recognise and celebrate our accomplishments.</li> <li>I have input and ownership.</li> </ul>
<b>Accountability</b>	
	<ul style="list-style-type: none"> <li>We encourage excellence.</li> <li>We encourage continuous improvement &amp; learning.</li> <li>We ensure performance management consistency.</li> <li>We accept mistakes and learn from them.</li> <li>I am accountable for my own performance.</li> <li>I am part of a team.</li> </ul>
<b>Respect</b>	
	<ul style="list-style-type: none"> <li>We encourage open, constructive feedback.</li> <li>We give credit where credit is due.</li> <li>We are inclusive.</li> <li>We take the time to listen to each other.</li> <li>We affirm our people.</li> <li>We allocate tasks that are fair and reasonable to achieve.</li> </ul>
<b>Integrity</b>	
	<ul style="list-style-type: none"> <li>We explain our decisions.</li> <li>We do what we say we will do.</li> <li>We call out an issue when it is evident.</li> <li>Equal contribution is rewarded equally.</li> <li>I lead by example.</li> <li>I am committed to do my best.</li> <li>I am encouraged to stand up for my beliefs.</li> </ul>
<b>Equality</b>	
	<ul style="list-style-type: none"> <li>We encourage people to be themselves.</li> <li>We strive to foster a sense of belonging in our workplace.</li> <li>We ensure all people we interact with feel welcome, and a part of our family.</li> <li>We are inclusive with our agencies and partners.</li> <li>We strive to provide equal opportunity for all – internally and externally.</li> <li>We call out practices which exclude others.</li> </ul>
<b>Diversity</b>	
	<ul style="list-style-type: none"> <li>We recognise and encourage diversity in our workplace, in our programs and in the food, we provide to our partners.</li> </ul>

	<ul style="list-style-type: none"> <li>• We embrace diversity in all our people, their experiences, and points of view.</li> <li>• We value all cultures, backgrounds and genders.</li> <li>• We strive to form a diverse atmosphere for all people to be safe and secure.</li> <li>• By celebrating diversity, we help all people to feel included, safe and secure.</li> <li>• We do not tolerate discrimination.</li> <li>• We recognise and respect differences.</li> </ul>
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