

Position Description



**Alannah & Madeline
Foundation**

Keeping children safe from violence

Position title:	Business Support Officer
Department:	Business Management
Reports to:	Manager, Business Operations
Job type:	Full Time contract until 1 April 2019
Date:	December 2018

ABOUT THE FOUNDATION

The Alannah & Madeline Foundation was set up in memory of Alannah and Madeline Mikac, aged six and three, who were tragically killed with their mother and 32 others at Port Arthur, Tasmania, on 28 April 1996. In memory of his daughters, Walter Mikac and a small group of volunteers set up the Foundation with the belief that all children should have a safe and happy childhood without being subjected to violence. The then Prime Minister launched the Foundation on 30 April 1997.

The Foundation:

- identifies issues that adversely affect the wellbeing of children; we work to help them recover, and protect them from bullying and violence.
- works across the spectrum of prevention and care to deliver state-of-the-art, evidence-based programs and products.
- works with the best minds to identify and reduce significant threats to children's safety through innovation and partnerships.
- speaks out on the need for systemic change to build a supportive and safe society.

The Foundation is committed to child safety. Our Child Safe Policy outlines our safe practices for children. Our values are Caring, Friendliness, Respect, Responsibility, Valuing Difference and Including Others.

POSITION IN CONTEXT

Reporting to the Head of Business Management, the Business Support Officer is a member of the Operations Group and has accountability to support the delivery of the Foundation strategy across the Foundation including the delivery of the Operations business plan, the achievement of optimal service outcomes and achievement of the agreed targets.

FREEDOM TO ACT

- The Business Support Officer works according to the policies and procedures of the Alannah & Madeline Foundation.
- The Business Support Officer, in liaison/consultation with the Head of Operations & Business Improvement and CEO/Senior Leadership, can assist to develop long-term partnerships with relevant stakeholders in Australia and overseas.

Position Description *cont.*



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MAJOR JOB RESPONSIBILITIES

- Manage customer enquiries such as program registration, updating contact details, merchandise requests, online service, general enquiries and training participation in a timely and effective manner
- Respond to issues experienced by customers including resolution and/or escalation of enquiries across Foundation activities, including fundraising and websites
- Organise AMF Connect workshops and DL Training sessions including liaison with internal stakeholders, venues, catering companies, school/library staff and trainers
- Manage multiple phone lines for programs and reception as well as greeting visitors
- Manage Foundation stationary supplies
- Coordinate catering for all staff events and board meetings
- Coordinate office and building maintenance (including liaising with contractors and building security)
- Oversee cleanliness and supplies for kitchen, bathrooms and meeting rooms
- Other tasks as directed by the Head of Business Management, Manager, Business Operations and Senior Leadership team.

KNOWLEDGE, EXPERIENCE AND REQUIREMENTS

- Minimum of three years in operations and/or customer service
- Ability to manage numerous activities simultaneously, with excellent attention to detail and problem solving skills
- Minimum intermediate experience working with Microsoft Office suite, particularly Excel
- Experience using CRM and back office systems
- A team player, enthusiastic and adaptable with a professional 'can do' attitude
- Ability to work autonomously on clearly-defined projects, and in a small team.
- Well-developed communication skills, experience and maturity to relate effectively with internal and external stakeholders.
- Commitment to work outside standard office hours for key events if needed.
- Working with Children Check and Police Check