

Position Description



**Alannah & Madeline
Foundation**

Keeping children safe from violence

Position title:	Program Operations Coordinator
Department:	Business Management
Reports to:	Manager, Program Operations
Job type:	Full Time
Date:	June 2019

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 Manager, Program Operations, the Program Operations Coordinator is a member of the Business Management Team and has accountability to support the delivery of the Foundations strategy across the Foundation including the delivery of the Operations business plan, the achievement of optimal service outcomes and agreed targets.

FREEDOM TO ACT

- The Program Operations Coordinator works according to the policies and procedures of the Alannah & Madeline Foundation.
- The Program Operations Coordinator, in liaison/consultation with the Business Management Team 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 program participant enquiries through multiple phone and email channels, such as registrations, updating contact details, merchandise orders, website navigation and technical issues, training and professional development bookings, within agreed targets and Service Level Agreements
- Oversee and manage workshop enquiries, coordinate bookings and liaise with presenters. Support the transition from sales to booking to ensure a smooth handover and seamless customer service experience
- Resolve issues experienced by program participants, including escalations
- Oversee the coordination of program training sessions and professional development events in conjunction with the Programs team, including liaising with attendees, presenters, venues and catering companies as well as monitoring bookings and post-event administrative activities
- Conduct regular data and process quality checks in accordance with the Quality Assurance Framework
- Support and drive process improvement within Program Operations and the wider Programs team
- Assist with the maintenance of Program Operations process documents and system guides for use by all users
- Deliver regular reports covering all foundation programs within agreed scope, along with appropriate insights and provide data for Foundation activities and campaigns as needed
- Assist with new program initiatives or changes as well as implementation and transition into BAU operations
- Provide back up support to the Business Operations and ICT teams as needed, including but not limited to general office administration, greeting visitors, stationary orders, set up of staff morning teas/board meetings and the resolution or escalation of internal technical issues
- Other tasks as directed by the Manager, Program Operations, Head of Business Management, CEO and Senior Leadership team.

KNOWLEDGE, EXPERIENCE AND REQUIREMENTS

- Minimum of three years' experience in operational support and customer service
- Highly organised with the ability to manage numerous activities simultaneously
- Excellent attention to detail and problem-solving skills. Accurate data entry/managements skills and ability to follow a wide range of system processes
- Minimum intermediate experience working with Microsoft Office suite, particularly Excel
- Experience using CRMs and back office systems. Microsoft Dynamics 365 an advantage
- Experience with handling customer complaints and escalations, issue identification and resolution
- 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