

Position Description

Position title:	Program Operations Coordinator
Team:	Business Management
Reports to:	Manager, Program Operations
Job type:	Full Time contract to 31 May 2021
Date:	August 2020

About the Alannah & Madeline 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.

We are committed to child safety and our Child Safe Policy outlines our safe practices for children.

The Foundation's 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.

This is a contract role to increase the team's existing capacity to support the Foundations school, library, and community-based programs. This includes support to the internal program delivery team and external program participants by managing participant enquiries/technical issues, booking workshops and organising training events.

Freedom to Act

Position Description cont.

- The Program Operations Coordinator works according to the policies and procedures of the Alannah & Madeline Foundation.

Major Job Responsibilities

- Manage program participant enquiries through multiple phone and email channels, such as registrations, updating contact details, order processing, website navigation and technical issues, training, and professional development bookings, within agreed targets and Service Level Agreements.
- 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.
- Coordinate program training sessions and professional development events in conjunction with the Program team, including liaising with attendees, presenters, venues, and catering companies as well as monitoring bookings and post-event administrative activities.
- 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.
- Contributing positively to the Foundation's culture through developing and maintaining collaborative relationships with colleagues.
- Other tasks as directed by the Manager, Program Operations, Head of Business Management, CEO and Senior Leadership Team.

Knowledge, Experience & Requirements

- A minimum of three years' experience in operational support or customer service.
- Highly organised with the ability to manage numerous activities simultaneously.
- Excellent attention to detail and problem-solving skills.
- Accurate data entry/management skills and ability to follow a wide range of system processes.
- Intermediate experience working with Microsoft Office suite, particularly Excel.
- Experience using CRMs and back office systems, Microsoft Dynamics 365 an advantage.
- Experience handling customer complaints and escalations, issue identification and resolution.
- A team player, enthusiastic and adaptable with professional can-do attitude.
- Ability to work autonomously on clearly defined tasks, and in a small team.
- Well-developed communication skills, experience, and maturity to relate effectively with the communications internal and external stakeholders.
- Commitment to work outside standard office hours for key events if needed.
- Working with Children Check and Police Check.