



Australia

Role Description

Office Manager 2020

Version: 2.01

Status: Approved

121 Business services and administration managers

Organisation General Info

United Way is one of the world's largest privately funded non-government organisations (NGO) working in 40 countries and territories. With more than 125 years of global experience (over 50 years in Australia), United Way Australia's strategy is to build on its innovation to take the organisation's Community Impact to scale across Australia.

OUR VISION is that every Australian community thrives.

OUR PURPOSE is to unite community, business, philanthropy, government, and social purpose organisations in collaborative action to improve education, employment, health and housing outcomes in communities experiencing disadvantage.

WE BELIEVE that the postcode people are born in should not determine their destiny, that the causes of entrenched community disadvantage in Australia are complex and that no single organisation can solve these issues alone. We need to work together to achieve change.

Our Community Impact team delivers our vision and supports our purpose based on our organisational belief. With a cradle to career approach, our goals are to ensure children are successful in their early years of school and school leavers are engaged in meaningful employment pathways in the communities in which we operate. Our collaborative work across sectors mobilises local volunteers, funds and pro-bono support to drive community-led impact and systems change.

United Way Australia's 2016-2020 Strategic Direction brings strong focus to our place-based work and defines our collaborative approach.

Objective

The Office Manager will provide support services for United Way Australia (UWA) to ensure the smooth running of the office and events. Responsibilities span management support, event and volunteer coordination, donor and HR records coordination, administration, and procedures.

Outcomes

Capital Stakeholders

1. Management and board reporting

- Co-ordinate and produce draft CEO Report for Board Meetings
- Compile and distribute Board and Committee packs
- Co-ordinate and plan annual Board and Committee schedule
- Maintain Board records – including Compliance Register
- Ensure all contracts, insurances and licences are kept up to date
- Confidence in the accuracy and integrity of the records/information
- Co-ordinate annual review of risk register
- Coordinate Boardroom lunches

Organisational Stakeholders

1. Customer service provision (Volunteer Program and Fundraising)

- Support coordination of annual School Ball fundraising event
- Assist the Volunteer Manager during peak periods
- Assist Workplace Giving administration
- Assist with CRM updates as required

2. Developing IT and Knowledge Management systems for efficiency and effectiveness

- Key liaison point between staff and outsourced IT providers (including onsite 'hands' when required)
- Keeps track of all technology assets and updates asset register
- Arranges setup of new users and allocation of equipment
- Maintain software licensing records
- Ensure server backups are done as per agreed cycle
- Maintain password repository
- Provide Salesforce support and training
- Act as Salesforce Admin

3. A statutory and operationally compliant UWA

- Establish, improve and maintain corporate procedures and employee handbook
- Ensure annual Board Review of corporate policies
- Statutory compliance including compliance with the Acts and legislation
- Compliance to UWA operational procedure

4. HR procedures developed, monitored and implemented

- Maintain personnel files for all staff
 - Maintain leave records & calendar
 - Ensure Position Descriptions are established & maintained
5. UWA Office Administration (Sydney, Melbourne and Queensland)
- Monitor and order stationery
 - Organise mail collection and distribution
 - Manage UWA Admin mailbox
 - Sydney and Melbourne premises liaison including photocopier, recycling and premises issues

Performance Measures No performance measures found.

Responsibilities - Critical Competencies No key competencies found.

Qualifications

Qualification	Discipline	Notes
Desirable		
Higher Degree incl. Post Grad Cert or Dip	Business and Management	

Work Knowledge and Experience

- Previous Experience in successfully managing back-office processes.
- Demonstrated experience in effectively supporting the board function
- Administrator level knowledge of Salesforce

Requirements

Regulatory Compliance Requirements
Driver's License
Police Clearance

Interactions Interaction

	Comments
Internal	
All Staff	
Board and Board Sub Committees	
CEO	
External	
Contractors	
Suppliers	
Auditors	

Volunteers

Attributes

[Behavioural Styles](#)

Accountable Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.

Detail oriented Attends to the small elements of a task/activity, ensuring completeness and accuracy.

Resilient Cope positively with stress and catastrophe. Bounces back from setbacks, mistakes or misfortunes.

[Interpersonal Styles](#)

Empathic Has the ability to understand somebody else's feelings or difficulties.

Perceptive Shows keen insight and understanding of issues or situations.

Realistic Shows concern for facts and reality, rejecting the impractical.

Team Oriented Enjoys being with others as part of a group or team.

[Thinking Styles](#)

Challenger Queries, tests information/beliefs and provokes thought.

Decisive Reaches conclusions, promptly and firmly.

Disciplined/Systematic Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.

Initiative Takes action and makes decisions without the help or advice of other people.

Other Required Items

Conditions

Hours: Fulltime
UWA is a family friendly workplace and flexible workplace conditions apply.

Location: Sydney

Salary: Between \$ 60,000- \$65,000 per annum inclusive
As a Public Benevolent Institution (PBI), UWA offers salary packaging

Travel: N/A