



## POSITION DESCRIPTION

<b>Position:</b>	Admin Support Coordinator
<b>Status:</b>	Fixed term – one year (potential to extend, based on funding)
<b>Pay classification:</b>	Social and Community Employee Level 3 (SCHADS Award)
<b>Hours:</b>	Full time (flexible)
<b>Location:</b>	Greater Brisbane (predominantly work-from-home with some in-person contact hours required).
<b>Reports to:</b>	Operations Manager
<b>Direct reports:</b>	Occasional support and supervision of volunteers

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### About First Light

First Light Widowed Support Ltd (First Light) is a national charity that was founded to make a difference in the lives of Australian widowed people and those who support them.

We provide a community founded by widows, for all widowed people to help them rebuild happy and healthy lives through understanding, support and connection.

Our programs and resources improve mental wellbeing; build resilience and self-esteem; facilitate community connection; and help alleviate feelings of depression, anxiety, isolation and loneliness associated with grief.

We serve our community by:

- providing online and hard copy information and resources
- facilitating online and in-person peer-based support
- connecting people to a network of external support organisations
- hosting events featuring inspiring speakers, information sessions and community building activities
- advocating for the needs of widowed people on the national stage
- leading through collaboration, to ensure widowed people are understood and supported throughout Australia.

## **Purpose of position:**

Our new Admin Support Coordinator will be a key part of our organisation. We are looking for a dynamic and multi-skilled team member, who loves variety, as you will work across every aspect of our operations.

You will have strong critical thinking and problem solving skills; be able to work autonomously; juggle multiple tasks and competing deadlines; and know when to escalate an issue.

Working closely with the Operations Manager, this position will ensure the smooth and successful completion of projects and the day-to-day activities of the organisation.

As the first point of contact for enquiries, your role will be meaningful and impactful, as you provide comfort, support and hope to bereaved widowed people and those who support them.

This is a great opportunity if you are flexible, responsive, and organised, as you'll be trusted to keep things running smoothly, proactively anticipate needs and ensure nothing falls through the cracks.

## **Key tasks include:**

- First point of contact services to clients and stakeholders (providing a sensitive, trauma-informed experience) including:
  - sharing information about the organisation; enabling access to programs, groups and services; membership vetting; and responding to queries about our operations
  - supporting the CEO with donor relationships (email, phone and written correspondence)
  - proactively manage multiple email and social media inboxes.
- Maintain accurate records including:
  - various spreadsheets, including impact data, grant applications/outcomes and sponsorship tracking
  - managing our stakeholder database/CRM, creating mailing lists, and maintaining stakeholder profiles.
- Assist with event planning and delivery, including:
  - sourcing quotes and liaising with suppliers
  - managing registrations and maintaining attendee lists and spreadsheets
  - tracking scheduling and budget progress
  - event set up and pack up.
- Business administration tasks such as:
  - overseeing policy documents (annual review, moving templates, updating as needed)

- updating and creating documents in line with templates and style guides
  - secretarial duties including drafting agendas and minute-taking, reviewing and processing membership applications and renewals
  - obtaining quotes and place orders to support the day-to-day operations and event and program activities of the organisation
  - preparing and posting correspondence and resources and ensuring that accurate records are maintained
  - managing RSVPs and confirmation of attendance at community events
  - other reasonable duties as directed.
- Computer-related tasks including:
    - updating our website, posting blogs, creating Facebook events and online fundraising campaigns
    - creating graphics (from template) in Canva
    - designing e-newsletters.

## **Requirements**

### **Essential**

- Ongoing commitment to supporting the widowed community, including those newly bereaved.
- Polite, responsive, and professional interpersonal style.
- Relevant qualifications and recent experience in event coordination, project/program delivery, administrative leadership and/or executive support.
- High attention to detail and excellent at managing your time, priorities and workload to meet deadlines; and establishing goals, objectives and outcomes for the delivery of your program or project.
- Excellent communication skills and experience liaising with a range of stakeholders with clarity, compassion, patience and genuine eagerness to help (such as board directors, suppliers/vendors, donors and clients).
- Experience accurately capturing and storing information, managing a records management system and sourcing data to contribute to reporting.
- Strong IT skills and experience in using multiple computer software programs including a CRM (SupporterHub), website update software (Wordpress), Google Suite, Canva, MailChimp, Xero, Microsoft Word and Excel.
- Ability to supervise and support volunteers.

- Ability to use initiative and independent problem solving, while also knowing when to escalate an issue and ask for help.
- Home office with own computer, high speed internet access and phone.

### **Desirable**

- Experience working in the Not-for-Profit sector.
- Knowledge of or experience with widowed bereavement, grief, or a close personal connection in supporting someone through bereavement.

### **Success measures for this role**

- Email inboxes are kept well-organised and communications and enquiries are responded to in a timely manner, with accurate and helpful information and a friendly, compassionate tone.
- Membership applications and requests to join our Facebook group are responded to promptly with care to ensure the safety and support of our community.
- Maintain accurate attendee registrations, spreadsheets and event records, ensuring information is up to date, organised and easily accessible.
- Track program and event schedules, budgets and action items proactively, identifying issues early and keeping stakeholders informed of progress.
- Build positive working relationships with suppliers, stakeholders, attendees and internal team members through helpful, reliable nature; ability to add value and contribute pro-actively; and clear, professional and friendly communication style.
- Support successful event planning and delivery, ensuring your responsibilities are delivered smoothly and on schedule, with strong attention to detail.
- Demonstrate efficiency, initiative and problem-solving skills when managing competing priorities or responding to last-minute request/changes.
- Ensure administration tasks are completed accurately and within required timeframes, with minimal supervision.
- Deliver a high standard of customer service that results in positive attendee and stakeholder feedback.