

## POSITION PROFILE

<b>Position Title:</b>	Operations Coordinator, Corporate	<b>Remuneration:</b>	\$72,873.63 gross per annum (based on a 5-day working week) + 11.5% Superannuation.
<b>Organisation Unit:</b>	NIDA Corporate	<b>Employment Type:</b>	Full time
<b>Term of Contract:</b>	2-year contract	<b>Classification:</b>	Educational Services (Post-Secondary Education) Award 2020 Level 5.1

### OBJECTIVE

This role is responsible for the coordination, administration and logistics including venues, catering, equipment and resources for all Sydney metropolitan and Regional Australian courses and activities offered by NIDA Corporate Training.

Reporting directly to the Senior Manager, Operations – NIDA Sydney, this role will work closely with the NIDA Corporate team in Sydney and Melbourne to ensure all courses run smoothly and efficiently, have accurate documentation and resources including AV and technical support and that teaching artists are appropriately supported. This role is also responsible for staff domestic and international travel and general course operations.

The role will involve a high level of customer service ensuring participants' enrolments are handled efficiently and queries are responded to in a timely manner. The role is also responsible for delivering AV and technical support for NIDA Corporate courses, including camera setup and operation where necessary. Providing administrative and operational support to the Senior Manager, Operations – Sydney.

This is a full-time, on-site position. Standard hours of work are 8am – 4pm but may require availability between the hours of 8am and 7pm on weekdays by negotiation, and occasionally in evenings to support program delivery. Based on operational needs, working from home may be arranged occasionally.

### KEY ACCOUNTABILITIES

- Respond to client enquiries and enrolments over the phone and online for public programs and customised programs.
- Prepare course and teaching materials ensuring brand guidelines are adhered to and organise delivery to training venue.
- Coordinate all logistical requirements for both on and offsite course delivery including

venue and catering suppliers.

- Liaise with NIDA casual tutors and casual technical and support staff to support course delivery.
- Ensure that AV equipment and resources are set up and provided for NIDA courses and activities.
- Operate administrative systems to generate purchase orders, book venues, enter course information, issue invoices, process payments, and track enrolments for confirmed courses.
- Assist with the supervision of courses and programs delivered at NIDA Sydney and other locations as necessary including evening or early morning activity as required by negotiation.
- Schedule casual staff as required to assist with the delivery of courses.
- Run weekly operations meetings with the Corporate department.
- Process casual payroll on a weekly basis.
- In collaboration with other members of the team ensure NIDA complies with Copyright, Employment, Working with Children and any other relevant legislation or enforceable regulation relating to operations and program delivery nationally.
- Undertake relevant duties as required by your manager or their delegate.
- Adhere to all WHS requirements of the organisation and relevant associated legislation.

## KEY PROFESSIONAL RELATIONSHIPS

**Reports to:** Senior Manager, Operations – NIDA Sydney

**Supervises:** Casual Front of House Assistants (on an as needed basis)

**Internal:** Head of NIDA Corporate, NIDA Corporate Team, Coordinator NIDA Open, NIDA Open Team, Technical Operations Team, and Casual Tutors

**External:** NIDA Corporate current and prospective students and clients, venue hire clients, catering providers, equipment hire companies, offsite training venues.

## SELECTION CRITERIA

### Essential:

- Excellent written and verbal communication skills with a positive telephone manner when responding to customer enquiries.
- Ability to work as part of a team and independently manage workload.
- Ability to follow instructions while being willing to take initiative where appropriate.
- Ability to manage multiple tasks and work to deadlines whilst remaining calm under pressure and ensuring strong attention to detail.
- Excellent administration skills and proficiency with office computer applications, including Word, Excel, Outlook, and CRM or finance packages.
- Experience in the setup and operation of camera, AV equipment, and online meeting platforms.
- Demonstrated track record in delivering excellent Customer Service.

**Desirable:**

- Experience with transport and venue bookings and liaison.
- Experience with Salesforce or a similar CRM system.
- Experience working in the delivery of short courses or training.
- First Aid Certificate.
- Experience in using electronic records management systems (Content Manager)
- Experience in a not for profit and/or government or educational environment.

This Position Profile will be reviewed and updated on a regular basis to reflect changes in the requirements of the position.