

Position Description – Operations Administrator, Member Support and EA

About Meaningful Ageing Australia

Meaningful Ageing Australia is focused on the social, emotional and spiritual wellbeing of older people. We are the peak body for spiritual care and ageing and a membership based not for profit. We are committed to evidence-based practice and are a growing national organisation with a small, efficient and productive team. A hallmark of our work is collaboration with members and others.

Our Aspiration:

For meaning, purpose and connectedness to be part of every ageing journey

Mission:

To enable access to high quality pastoral and spiritual care for all older people in Australia

Values:

Wisdom

Through reflection, learning and growth we deepen our capacity to support the spiritual wellbeing of older people.

Collaboration

Through respectful collaboration we expand our influence so that older people will flourish.

Engagement

Through being truly present with others, we honour the intrinsic value of every human being.

Influence

Through evidence-informed resources and practices we advance the spiritual care and wellbeing of older people in Australia.

We provide high quality, easy to use products and services for organisations; and advocate for spiritual care to be included in all care models.

Role Purpose

The Operations Administrator, Member Support and EA ensures the smooth operation and function of the Meaningful Ageing Australia office and our activities. This role is critical in maintaining positive relationships with our members and all other stakeholders; and supports the CEO to achieve key objectives on a day-to-day basis.

Work location

Parkville and remote, depending on COVID-Safe requirements and in negotiation with CEO

Position specifications

Key Accountabilities

1. Products and services support
2. Leadership in office environment
3. Member relationships
4. Maintain accurate systems
5. Executive Assistant to CEO
6. General administration
7. Ambassador for Meaningful Ageing Australia

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Key Tasks

1. Products and services

- Timely membership and affiliate application processing, and member renewals
- Timely processing of resource orders and other customer requests including regular trips to the Post Office, processing credit card payments
- Supporting member events – face to face and/or online
- Stock management including maintenance of Information Packs
- Proof-read selected materials before publication
- Assist with product launch and other event preparations
- Liaise with printers for print production
- Manage Zoom and Eventbrite for webinars and seminars

2. Leadership in office environment

- Foster and maintain a positive and supportive work environment including with volunteers, staff, students and co-located organisation
- Model commitment to outstanding customer service and teamwork
- Induction of all new volunteers and students, management of administrative volunteer(s)
- Supervise and support Office Support role
- Clean, welcoming and tidy office environment
- Manage stationery, postage packs, resources in an orderly fashion
- Organise regular staff catch ups in discussion with CEO

3. Member relationships

- Maintain strong, personalised, positive relationships with all members beginning with introducing new members to our systems
- Detailed knowledge of all Meaningful Ageing products/service offerings articulated clearly and promptly to current and prospective members
- Develop and deliver on a range of member engagement activities in discussion with the CEO

4. Maintain accurate systems

- Consistent use of Sales Force to track all stakeholder relationships
- Update WordPress / WooCommerce for stock management
- Annual stock-take with external provider
- All electronic documents are kept in OneDrive and filed logically
- Maintain policies and procedures file in discussion with CEO
- Maintain standard operating procedures file/folder
- Manage asset register

5. Executive Assistant to CEO

- Timely and accurate planning for events and travel
- Assist with Board and other meeting preparation using OneDrive and Convene
- Efficient liaison with high level politicians, agencies, departmental officials, prospective and current members and affiliates
- Assist with COVID-Safe implementation
- Other duties as required

6. General administration

- Act as key liaison with NARI (co-located organisation) regarding day-to-day buildings maintenance and other office requirements
- Promptly answer phones and email enquiries

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- Monthly accounts processing
- Clear, accurate and friendly communication with all stakeholders
- Draft communications, agendas, invitations and reports as required
- Maintain personnel files

7. Be an ambassador for Meaningful Ageing Australia

- Prompt, friendly and professional communication at all times with all internal and external stakeholders
- Outstanding customer service including problem-solving for members

Person specification

Key selection criteria

- Demonstrated success as the administrator in a resource-constrained, complex environment
- Sound experience in working effectively with a range of stakeholders and the ability to build and maintain productive and professional relationships
- Established capacity to work collaboratively and cooperatively as a team member and to undertake work independently and with supervision
- Outstanding attention to detail
- Outstanding interpersonal, oral and written communication skills
- Proficient in Microsoft 365 applications
- Confident learning new computer systems
- Demonstrated experience drafting formal documents
- Demonstrated capability to contribute to a positive workplace culture and commitment to Workplace Health and Safety
- Strong organisational skills including the ability to manage numerous tasks concurrently, use initiative, establish priorities and work to tight or competing deadlines

Qualifications

Essential:

- None

Desirable:

- Qualifications in marketing and communications, administration and/or business

Other

Essential

- Physically able to efficiently carry resources to/from stock room and to/from Post Office
- Current visa to work in Australia

Desirable

- Working knowledge of:
 - Sales Force
 - WordPress / Woo Commerce
 - Canva or similar
 - Eventbrite
 - Zoom
- Experience in online and in person event management
- Familiarity with aged care sector

