

| Position Description   |                                                                                                                                                                                                       |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Position Title:</b> | Operations Officer<br>Stream: Facilities, Security & Safety, ICT Co-ordination                                                                                                                        |
| <b>Position Type:</b>  | Full-time ongoing                                                                                                                                                                                     |
| <b>Position Level:</b> | Level 4                                                                                                                                                                                               |
| <b>Location:</b>       | Darwin, Northern Territory                                                                                                                                                                            |
| <b>Direct Reports:</b> | Nil                                                                                                                                                                                                   |
| <b>Responsible to:</b> | Director Corporate Services                                                                                                                                                                           |
| <b>Requirements:</b>   | <ul style="list-style-type: none"> <li>Ability to maintain a current Northern Territory working with children check (Ochre Card).</li> <li>A satisfactory national criminal history check.</li> </ul> |

### About Relationships Australia NT

Relationships Australia NT (RA-NT) is a community-based, not-for-profit, non-government organisation providing a broad range of services, for all members of the community regardless of religion, belief, age, gender, sexual orientation, lifestyle choice, cultural background, or economic circumstances.

### Purpose

We empower individuals, families, and communities to grow through a rich culture of belonging, connection, and respectful relationships.

### Values

Fostering an organisational culture that embodies the following values is at the heart of how we operate at RA-NT

| Value:                                    | This means:                                                                                                                                                                                                                                  |
|-------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Listen with compassion                    | We care deeply for each other and our clients. We are committed to listening with curiosity and empathy, and to providing a space for people to feel safe and supported.                                                                     |
| Work together with respect                | Relationships and the way we connect with each other are our lifeblood and are core to building each other up and working towards growth and healing.                                                                                        |
| Celebrate difference and promote fairness | We embrace diversity and prioritise inclusion, equity and self-determination. We are strong in our commitment to social justice across ages, gender, cultural, and financial differences.                                                    |
| Strive for quality and trust              | We value honesty and truth, and we do what we say we will do with a commitment to quality and professionalism. We are always learning about our clients, ourselves and best practice, to deliver the best services and programs that we can. |

### **Position Statement**

The Corporate Services Support officer is responsible for coordinating the day-to-day operational functions that support the effective delivery of services across the organisation.

This hands-on role coordinates ICT support and co-ordination, facilities, fleet and property maintenance, workplace safety and security, and other corporate services functions, supporting staff with the systems, resources and workplaces they need to deliver quality services.

Working closely with employees, contractors and external service providers, the position provides practical support, coordinates maintenance and service requests, and assists with the effective operation of organisational systems, workplaces and business services.

### **Key accountabilities and deliverables**

#### **Corporate Services Support**

- Contribute to the review of continuous improvement initiatives, and the implementation of operational and strategic processes, systems and practices.
- Maintain corporate records, operational documentation, registers and procedures.
- Build and maintain positive working relationships with staff, contractors, and external stakeholders.
- Undertake other duties consistent with the responsibilities of the position as directed.

#### **ICT and Business Systems Support**

- Provide first-level ICT support to staff and coordinate requests with external ICT service providers.
- Work closely with the organisation's Managed Service Provider (MSP) to resolve more complex technical issues.
- Assist with user onboarding and offboarding, including system access, equipment setup and asset allocation.
- Maintain ICT equipment, asset registers and business system records.
- Support staff in the effective use of Microsoft 365, SharePoint and other key business systems.
- Assist in maintaining system documentation, user guides and operational procedures and provide basic systems and user training where required.
- Identify opportunities to improve business processes through the effective use of technology, emerging digital solutions and organisational systems.

#### **Facilities, Fleet and Property Coordination**

- Receive, prioritise, and coordinate maintenance and repairs across RA-NT sites.
- Monitor and coordinate preventative maintenance to ensure facilities remain safe, functional and well maintained.
- Maintain records of maintenance requests, quotations, and completed contractor works.
- Assist with the procurement and management of office equipment, furniture and

facilities related resources.

- Co-ordinate all fleet management responsibilities including driver safety, registrations, maintenance, servicing, fuel use, insurance and possible acquisition
- Monitor the general presentation, functionality and upkeep of office environments, identifying and escalating maintenance or operational issues where required.
- Liaise with landlords, property managers, contractors and service providers as required.

### **Workplace Safety and Security**

- Coordinate workplace safety and security activities relating to organisational facilities and physical assets.
- Monitor the use of building security systems, access controls, duress systems and CCTV, escalating issues as required.
- Administer building security systems including keys, access cards, security codes and contractor access.
- Coordinate servicing of fire safety equipment and other essential building safety systems.
- Maintain incident records relating to facilities, property, security and operational matters, following up actions where required.
- Serve as a member of the response team and be a point of contact for security monitoring services

### **Qualifications and Experience**

#### **Essential**

- Demonstrated experience in a corporate services, operations, facilities or similar operational environment.
- Experience providing first-level ICT support.
- Certificate III or higher qualification in Information Technology or a related discipline. Equivalent industry certifications and/or demonstrated practical experience will also be considered.
- Demonstrated knowledge and experience supporting Microsoft 365 applications and services, including Outlook, Teams, SharePoint, OneDrive and Microsoft Office applications.
- Well-developed organisational skills with the ability to manage competing priorities and coordinate multiple activities simultaneously.
- Demonstrated ability to maintain accurate records, registers, and operational documentation.
- Strong communication skills with the ability to build positive working relationships with employees, and external stakeholders.
- Ability to work independently while contributing to and maintaining a collaborative team environment.

- Ability to identify process improvement initiatives.

### **Desirable**

- Qualifications or training in business administration, business analysis, facilities management or a related discipline.
- Experience or training in IT Service Management (ITSM), including incident, change and service request management.
- Experience working within Microsoft Entra ID and Intune environments, including user account administration, device enrolment and mobile device management
- Experience working with Client Management Systems (CMS)
- Experience working within a not for profit or human services environment.
- Current First Aid Certificate, and / or Fire Warden training.

### **Requirements**

- A satisfactory Northern Territory working with children check.
- A satisfactory national criminal history check.
- A commitment to our Safeguarding Children Practice and Behaviour Guidelines.
- A current NT Driver's License.

Relationships Australia NT is accredited as a Safeguarding Children organisation with the Australian Childhood Foundation. Therefore, all staff working at RA-NT are required to complete training regarding Safeguarding Children and mandatory reporting upon induction at RA-NT. Staff need to commit to the RA-NT Code of Conduct and all Safeguarding Children related policies.

***Please note that Position Descriptions are under regular review and may be changed by the Chief Executive Officer, after consultation, at any time.***

### **Acknowledgement**

I have read, understood, and accept the position as documented in this position description.

Employee Name (Please Print):

Signature:

Date: