



# **Lifeline South Coast**

## **Position Description – Operations Support Assistant**

**Version 1.0**

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# Document History

Version	Document Owner	Approved By	Approval Date	Review Date	Comments
1.0	Denae Holland Finance & Governance Manager	Renee Green CEO	06/02/2026	30/04/2027	Document creation – position is amended as Operations Support assumes maternity relief position

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# 1 Position Description

## 1.1 POSITION SPECIFICATION

Position Title	Operations Support Assistant
Award	SCHCADS Award
Award Level / Rate	Grade 3
Reporting Structure	<u>Reporting to</u> Finance & Governance Manager  <u>Direct reports</u> Operational Support Volunteers

## 1.2 POSITION STATEMENT

This position provides facilities, WHS, and administrative support across all areas of Lifeline South Coast. The individual will be required to

- manage competing priorities,
- be able to work both responsively and proactively,
- have a high attention to detail,
- work independently,
- have a solution focused mindset,
- be comfortable using a range of systems to meet the needs of the organisation.

The key outcomes of this position will be efficient, accurate, and timely support throughout the organisation, specifically around.

- facilities maintenance coordination,
- coordination of work health and safety reporting through an established framework,
- administration support throughout the organisation

This role will work within Lifeline South Coast values, policy, and procedures.

### 1.3 RESPONSIBILITIES

The responsibilities of this role should be undertaken within the Lifeline South Coast strategic plan with emphasis on continually improving the provision of Lifeline South Coast systems, processes, and the services it provides.

#### General

- General office duties including answering phones and shared inboxes, basic tidiness and maintenance, mail and purchase of staff and volunteer amenities, office supplies and first aid supplied as required, general kitchen cleaning (eg. Dishwasher)
- Correspondence management
- Business letter writing
- Data entry for accounts payable and receivable
- Data entry for database maintenance and record keeping.
- Complete criminal record and working with children checks as required.
- Event management support as required.
- Coordinate ordering supplies and equipment to support all sites including receiving and unpacking received orders.
- Project work on an ad-hoc basis as directed by management.
- Attendance at, and contribution to, staff meetings and training sessions
- Maintain surveys for various areas.
- Word processing and desktop publishing as required.
- First Aid kit maintenance
- Function/Meeting assistance
  - Co-ordination of invitations/attendees
  - Booking venues
  - Organising equipment, refreshments and other items required for function/meeting.
- Support management in the recruitment process (EG. Job adverts on Seek, schedule interviews)
- Using systems to maintain worker records.
- Monitor workers trends including monthly stats reporting, including preparation of reports & analysis as required by management to assist in decision making.
- Coordinate surveys and response reports.

#### Volunteers

- Use systems to maintain all LLSC volunteer data, coordinate training, etc.
- Guide and oversee the work of administration volunteers, including assisting with establishing work priorities and providing support to complete required tasks.
- Work with the management team to support an empowering environment for administration volunteers to learn new skills and take on new responsibilities.

## Board

- Booking and setup of meeting venue, catering, etc for Board and committees
- Minutes if required as backup.

## Programs & Services

- Support the Programs and Services team as requested.

## Crisis Support

- Administrative assistance for training groups including monitoring and responding to applications, scheduling interviews, and preparing training materials.
- Administrative assistance for information sessions
- Support the Crisis Support function including online rostering & maintaining accreditations.
- Ad hoc administrative support

## Retail Support

- Support the Retail function including online rostering.
- Coordinate the review and consultation of WHS documents, procedures, assessments, etc.

## Facility Maintenance & WHS

Within an established system:

- Manage contractors:
  - Database of preferred contractors
  - Contractor sign in at each site.
  - Respond to site maintenance issues.
  - Primary contact for suppliers and contractors as required (including but not limited to Telstra, B2B, utilities, electrical testing of non-sale items)

Contribute to site maintenance and safety by:

- Coordinate consultation of risk assessments and safe work procedure reviews
- Track site workplace inspections & organise follow-up of any identified hazards.
- Monitor receipt of incident and hazard reports and ensure timely approval by managers.
- Report all site hazards & safety issues to FGM & RAM
- Respond to site safety issues under the advice of FGM, RAM, site TLs.
- Contribute to the WHS internal audit.

Fire Safety:

- Coordinate Court Lane fire drills.
- Track Extinguisher updates, evacuation drills, smoke alarms.

Property & equipment:

- Keep track of the fixed assets & equipment
- Mobile phone equipment
- Contribute to the setup of new sites under supervision of RAM.

#### Policy & Procedure

- Maintain Policy & procedure documents relevant to the position.
- Maintain WHS documents relevant to the position.
- Work in compliance with all Lifeline South Coast policies and procedures.

#### Other

- Other duties as required.
- Additional duties from time to time possibly due to staff leave and/or other reason.

### **1.4 DELEGATIONS, AUTHORITY LEVELS, & DECISION MAKING**

#### **Staff Management**

- Nil

#### **Volunteer Management**

- Oversee work tasks and provide proactive and constructive feedback.
- Identify any areas of concern and communicate this to Finance & Governance Manager

#### **Financial**

- Purchasing with petty cash and credit card as per policy limits

#### **Media and promotional material**

- Nil. No comment should be made to the media without express permission from the Marketing, Programs & Events Manager and/or CEO.

#### **Decision Making**

- This role has scope to recommend facility and administrative systems and processes for review before action.

## **2 Person Specific**

### **2.1 QUALIFICATIONS & EXPERIENCE**

#### **Essential**

- Cert IV in business administration OR 3 years' experience in a similar role

#### **Desirable**

- Experience working in a not-for-profit environment.

- Experience with work health and safety.

## 2.2 KEY SKILLS/ABILITIES & PERSONAL ATTRIBUTES

- Exceptional time management and prioritisation skills
- Work autonomously within the boundaries of the role and as part of the team.
- Attention to detail.
- High level written and verbal communication skills.
- Ability to build relationships and provide high level customer service across diverse stakeholder groups.
- Experience in a variety of software programs, and the ability to quickly learn new programs.
- Safety focused including self-care.
- Ability to respond to change constructively.
- Ability to role model Lifeline South Coast values
- High level of integrity and sound ethical practice (e.g. Confidentiality to what is heard in a crisis environment)

## 3 Acknowledgement

I have read and understand the position description.

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*Signed*

*Date*