

## **Operations Assistant**

### **POSITION DESCRIPTION**

#### **GENERAL**

The Operations Assistant will conduct the duties outlined below within the framework of the aims, objectives, policies and procedures of Financial Rights Legal Centre (the Centre).

#### **REPORTING RELATIONSHIP**

The Operations Assistant reports directly to the Office Manager.

#### **DUTIES**

##### **Office Management**

1. Welcome visitors to the Financial Rights office.
2. Make sure the office, entryway, and workspaces are clean and tidy.
3. Manage office stationery and kitchen supplies. Ensure stock is maintained and order supplies when needed.
4. Manage incoming and outgoing deliveries and administer incoming and outgoing mail.
5. Organise supplies, refreshments, and catering for meetings and events.
6. Assist the Office Manager with providing on site administrative support.

##### **Administration Support**

1. Answer the Centre's administration telephone line and direct calls as appropriate.
2. Actively monitor the Operations teams email inboxes and direct requests and correspondence as appropriate. Escalate issues to the Office Manager.
3. Support the Director of Advice in ensuring client related electronic correspondence is filed appropriately.
4. Provide administrative assistance to the Chief Operations Officer and members of the Executive team as required.
5. Assist the Office Manager with planning of meetings, training activities, work functions and events.
6. Under the direction of the Office Manager, make travel arrangements.
7. Support the Office Manager with managing the recruitment process.
8. Update organisational wide resources, including technology, telephony, training and Human Resource materials.

## **Technical Support**

1. Assist the Information Communication and Technology (ICT) Manager with providing on site technical support.
2. Support the Information Communication and Technology (ICT) Manager in creating, monitoring and closing of IT support tickets with Financial Rights external vendor.
3. Support the ICT Manager during the staff onboarding and offboarding processes, including setting up devices and managing user accounts.
4. Provide support on Technology projects as directed by the ICT Manager.

## **Other duties**

1. Identify and put forward ideas for continuous improvement.
2. Perform other duties as directed.

**END**