

## Administration Co-ordinator

---

<b>Date:</b>	11 May 2021
<b>Reports to:</b>	Founders
<b>Direct Reports:</b>	None
<b>Location:</b>	Sydney CBD and remote from home

---

### Overview

The Administration Co-Ordinator has sole responsibility for supporting the business from an administrative point of view in an efficient and effective manner.

---

### Responsibilities

#### Search support

Project manage the search process from beginning to end, following up with team on actions and deliverables to ensure deadlines are met.

- New business:
  - Ensure business enquiries are responded to immediately and a face to face meeting (or zoom / call) are scheduled (with two consultants where possible) within 24 hours.
  - Prepare background document for consultant containing information from ACNC, organisations website etc.
  - Add details to Pipeline in Monday.com
  - Add job, organisation and contact details to CRM (JobAdder) or if returning business, ensure details are up to date and correct.
  - Update G drive as opportunity moves from prospect to 'job on'/'lost'
- Jobs on – Discovery and Documentation Phase:
  - Ensure all service agreements are returned and saved to the drive.
  - Ensure client imagery / logos (hi res) are obtained from the client and stored in the drive for use on collateral and social media.
  - Update timeline when necessary
  - Organise meetings with client and candidates
  - Capture information from candidates enquiring about roles and effectively respond or pass the information onto the consultant.
  - Ensure time is blocked in consultant's diary for discovery, interviews, short list preparation and follow up calls / meetings etc.
  - Set up all discovery call meetings / zoom calls or phone calls.
  - Ensure relevant collateral is prepared for each assignment, including role summary, position description, scorecard, communications plan, shortlist report, longlist report (where required), reference check guide, interview guide.
  - Ensure advertising channels are agreed / understood and post opportunities to the relevant job boards and websites.
  - Ensure advertisements are taken down at the appropriate time including from the PFP Website.

---

## Responsibilities (continued)

- Jobs on – Interview Phase:
  - Schedule all internal interviews for consultants by phone and follow up with email confirmation and calendar invitation.
  - Schedule all Round 1 and Round 2 interviews for the client by obtaining panel contact details, availability and location then liaising with candidates and confirming interviews by email and calendar invitation.
  - For jobs conducting Lumina Profiling, ensure Leadership Space briefing document is completed, competencies chosen by client and shared, reports received, and client debrief is booked.
  - Book Round 1 interview debrief session with client and Consultant.
  - Update JobAdder / Monday.com throughout the search process.
- Jobs on – Offer/Placement Phase:
  - Support consultant to obtain referee contact details,
  - Schedule reference check calls where appropriate and draft report
  - Create Placement record in JobAdder and remind consultant to send congratulations email to placed candidate using JobAdder template
  - Add client to folders (e.g. QLS, potential speaker etc) as directed by Consultant
  - Send closing email containing feedback survey and requesting final salary information, start date and new email address if necessary. Enter details on JobAdder. Chase feedback survey results.
  - Diarise touchpoint dates in Consultant's calendar at 3 months, 6 months and 12 months.
- General Candidates / Coffee Clubbers:
  - Respond to all coffee club enquiries to set up a call / meeting / zoom or direct them to Head & Heart.
  - Ensure coffee clubbers are recorded on JobAdder, CVs uploaded, meetings arranged, consultant prepared and the candidate added to the appropriate folder(s).
  - Manage 20 minute phone consultations booked via the PFP website by inviting Consultant, requesting CV and adding to JobAdder

### Events and Marketing:

- Support team in delivering a range of events
- Organise Christmas party and other social events
- Assist with marketing collateral and campaigns
- Conduct weekly research on organisations recruiting via job boards and AFR
- Maintain / manage image / logo library.
- Ensure team photos and bios are updated at least annually.
- Head & Heart monthly workshop:
  - Ensure date is diarised with Facilitator at least 1 month in advance.
  - Liaise with guest speaker and obtain photo/bio
  - Book meeting room / set up zoom link.
  - Set up pre-workshop and feedback survey in Mailchimp
  - Humanitix – create event, pre/post emails (inc survey links & attachments)
  - Update PFP website with date and guest speaker details
  - Create Event in JobAdder
  - Update Resources document with recent opportunities
  - Share linked in profiles / surveys with facilitator in advance of workshop.
  - Send thank you gift to guest speaker.
  - Add attendees to JobAdder post workshop

---

## Responsibilities (continued)

### General

- Run weekly team meetings, book room and search hustles
- Manage Hello@ inbox, forward or respond to messages as appropriate, provide insights around improvement in terms of the management of this inbox.
- Where necessary proof-read documents for consultants.
- Proactively manage diaries, liaising with Consultants regarding availability, clashes. Ensure all information relating to meetings is within the diary entry including phone numbers/zoom links.
- Ensure team members are prepared for meetings (team meetings, client and candidate meetings etc) including room/venue/catering bookings and documentation
- Provide regular administrative support including, postage, filing, shredding, maintaining office supplies.
- Ensure confidentiality at all times.
- Ensure phone is manned at all times during business hours. Ensure phone is forwarded and unforwarded as required.
- Greet candidates and clients
- Ensure the office is presentable and reflective of our brand at all times
- Work with Work Club Concierge team to book rooms / facilities

### Remote working

- Ensure Zoom links are entered into calendar entries
- Ensure collaboration tools (e.g. Monday.com) are kept up to date and information is communicated to the team in a timely manner.

---

## Personal requirements

### Experience

- Minimum of 3-4 years' experience in an administrative/support role
- Experience with complex diary management
- Experience in managing a CRM database (preferably JobAdder)
- Project management experience

### Skills

- Confident approach to managing up
- Intermediate skills using Google and Microsoft Office suites
- Understanding of WordPress, Mail Chimp, Survey Monkey
- Knowledge of social and digital media and platforms e.g. LinkedIn
- Strong formatting skills with an eye for detail/aesthetics (graphic design a plus)
- Strong communication skills, with maturity and confidence to interact with a range of individuals including senior executives
- Good time and project management skills with the ability to manage simultaneous, often conflicting tasks

### Behavioural Skills

- Proactive with great attention to detail
- Have a growth mindset
- Highly organised and efficient
- A resourceful, adaptable team player, capable of working independently
- Respectful of a range of beliefs
- Problem solving mindset
- Professionally presented
- Display integrity and respect confidentiality
- Self-starter with a "roll up your sleeves" attitude