

Australian Wildlife Conservancy (AWC) is the largest private (non-profit) owner of land for conservation in Australia, protecting endangered wildlife at 30 sanctuaries in which we own or manage in partnership, covering a total of more than 6.5 million hectares in iconic regions such as the Kimberley, Cape York, the Top End and Kati Thanda-Lake Eyre. With a focus on practical land management, informed by world-class science, AWC is implementing a dynamic new model for conservation.

AWC's mission - to deliver effective conservation for all native animal species and their habitats - is achieved by:

- **Operations** - delivering effective large-scale land management including fire management, feral animal control, weed control and infrastructure management.
- **Science** - delivering a nationally coherent program of ecological surveys with a focus on monitoring key conservation assets and threats, conducting applied research relevant to wildlife conservation, implementing conservation programs including reintroductions, and providing advice to management.
- **Fundraising** - mobilising finance (primarily, tax deductible donations) from the general public and philanthropists including through effective communication of AWC conservation programs.

The Operations Administrator will work as part of a small team (the National Operations team) which provides overall guidance and support to the AWC Operations team; in particular, sanctuary staff. The primary responsibilities of the National Operations team are:

- Budgets and operational planning
- Supporting sanctuary-based staff with the implementation of:
  - Land management programs (guided by the Conservation and Science Program) covering fire management and control, weed control, and feral animal control and monitoring;
  - Asset and infrastructure development, management and maintenance.
- Compliance and administration, including the development and implementation of policies and strategies
- Insurance and asset management
- Communications, fundraising and supporter event support
- Telecommunications & Information Technology support
- Project management for discrete infrastructure and procurement projects
- Overseeing the implementation, compliance, administration and reporting of partnership contracts

This role reports to the Operations Manager, who in turn reports to the Chief Operations Officer. Daily supervision may also be undertaken by the Assistant Operations Manager.

The primary duties of the National Operations Coordinator are to work on:

- Being a key point of contact for AWC regional and field-based staff looking for support services.
- Telecommunications and internet
- Clothing (Uniforms)
- Insurance (Claims and additions/renewals)

- Asset Management database (changes, additions, reporting) and centralized procurement assistance
- Coordination and administration of operations report and sanctuary reports for the Executive and Board
- Intranet maintenance & development (operations - subset)
- Technical assistance, training and support to the AWC National Operations team, Regional Administration staff and field staff

To be successful, you will need:

1. At least 3 years' experience providing administration or technical assistant support, preferably in an operational, service or project environment.
2. Ownership of responsibilities and project completion, showing initiative and resourcefulness.
3. Strong organisational skills including demonstrated ability to ascertain and juggle competing priorities, executing a large number of tasks in an efficient and organised manner, and a high level of attention to detail.
4. Intermediate to advanced knowledge of and experience with MS Suite (Word, Excel, and Outlook), general computer and touch-typing skills, and ability to create (desirable) and maintain detailed spreadsheets.
5. Aptitude in learning and using new computer programs (TechOne finance system, web CMS) and systems (Tracertrack, EAM) including administration and management of data and outputs.
6. Proficiency in implementing and working with administrative and basic financial management processes plus developing and working to internal controls and processes.
7. A positive, mature attitude and strong work ethic.
8. Professional telephone, email and personal communication skills.
9. The ability to work effectively with a varied and diverse team within a geographically distributed organisation.
10. A background or interest in nature conservation is highly desirable.

This is a great opportunity to be part of a growing, innovative, successful organisation which is helping shape the future of conservation in Australia. Competitive remuneration is available for a candidate with suitable experience.

**Initial Enquiries** to:

Fiona Tran, HR Advisor | [fiona.tran@australianwildlife.org](mailto:fiona.tran@australianwildlife.org) | 08 9380 9633

**Applications** via: [australianwildlife.org/work-with-awc/careers/](https://australianwildlife.org/work-with-awc/careers/)

To submit an application, visit our careers page (linked above), select the relevant job vacancy, click 'APPLY' and follow the prompts.

Your application must include CV and covering letter, briefly addressing your experience, critical competencies, and interest in the role. Applications that do not meet these requirements will not be accepted.

***Closing date for applications: Sunday 16 May 2021***

**Please note:**

1. Applicants must be an Australian citizen/permanent resident or have a suitable visa in place that allows ongoing full-time work in Australia, in order to apply for this position. Sponsorship is not available.
2. If you apply for this role, AWC will include you in its ongoing updates and communications about its events, activities and fundraising initiatives. You may opt out of these communications at any time.
3. Any application submitted to AWC will be handled in accordance with our Privacy Policy, available at [www.australianwildlife.org/privacy](http://www.australianwildlife.org/privacy). By providing us with your contact details, your consent to receive communications and direct educational material will remain current until you advise us otherwise.

*To learn more about AWC's sanctuaries, please visit our website [www.australianwildlife.org/sanctuaries/](http://www.australianwildlife.org/sanctuaries/)*

## Position Profile

<b>Designation:</b>	<b>Operations Administrator</b>
<b>Reporting to:</b>	<b>Operations Manager</b>
<b>Supervising:</b>	<b>nil</b>
<b>Based in:</b>	<b>Subiaco, Perth WA</b>

### Organisational context:

Australian Wildlife Conservancy (AWC) is the largest private (non-profit) owner of land for conservation in Australia, protecting endangered wildlife at 30 sanctuaries in which we own or manage in partnership, covering a total of more than 6.5 million hectares in iconic regions such as the Kimberley, Cape York, the Top End and Kati Thanda-Lake Eyre. With a focus on practical land management, informed by world-class science, AWC is implementing a dynamic new model for conservation.

AWC's mission - to deliver effective conservation for all native animal species and their habitats - is achieved by:

- **Operations** - delivering effective large-scale land management including fire management, feral animal control, weed control and infrastructure management.
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- **Fundraising** - mobilising finance (primarily, tax deductible donations) from the general public and philanthropists including through effective communication of AWC conservation programs.
- **OneAWC** 'a cohesive, engaged, collaborative, high performing group guided by strong, effective leaders. A group of people who all understand AWC's mission, vision and their role in contributing to the achievement of mission and vision, all connected and working towards a common purpose, guided by a set of shared values'. The delivery of AWC's mission is highly reliant on all AWC working collaboratively with each other.

The National Operations Coordinator will work as part of a small team (the National Operations team) which provides overall guidance and support to the AWC Operations team; in particular, sanctuary staff. The primary responsibilities of the National Operations team are:

- Budgets and operational planning
- Supporting sanctuary-based staff with the implementation of:
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Additionally, this role will provide support to other key stakeholders at Head Office as noted in the Key Stakeholder Matrix at the end of this document.

### **AWC values**

AWC's work is directed at achieving our mission – the effective conservation of Australia's wildlife and their habitats – and is guided by the following values. At AWC, we are:

- Accountable – taking ownership of our actions and outcomes.
- Informed – working together to acquire and apply evidence, knowledge and experience.
- Respectful – demonstrating care, recognition and integrity.
- Dedicated – committed to delivering effective outcomes, with resilience and tenacity.
- Innovative – applying creative thinking for effective solutions.
- Sustainable – delivering long-term financial and ecological viability.

### **Critical competencies**

1. At least 3 years' experience providing administration or technical assistant support, preferably in an operational, service or project environment.
2. Ownership of responsibilities and project completion, showing initiative and resourcefulness.
3. Strong organisational skills including demonstrated ability to ascertain and juggle competing priorities, executing a large number of tasks in an efficient and organised manner.
4. A high level of attention to detail.
5. Intermediate to advanced knowledge of and experience with MS Suite (Word, Excel, and Outlook), general computer and touch-typing skills.
6. Aptitude in learning and using new computer programs (TechOne finance system, web CMS) and systems (Tracertrack, EAM) including administration and management of data and outputs.

7. Ability to create (desirable) and maintain detailed spreadsheets.
8. Proficiency in implementing and working with administrative and basic financial management processes plus developing and working to internal controls and processes.
9. A positive, mature attitude and strong work ethic.
10. Professional telephone, email and personal communication skills.
11. The ability to work effectively with a varied and diverse team within a geographically distributed organisation.
12. A background or interest in nature conservation is highly desirable.

**Licenses and Certificates:**

1. Current first aid certificate (desirable).

**Inherent requirements of the role:**

Based in AWC’s Subiaco office using a computer and associated office equipment. The office is currently located on the first floor, with stairs only access.

**Responsibilities:**

<b>1. Key contact for staff support</b>
<p>Key activities and responsibilities: Support the National Operations team to:</p> <ul style="list-style-type: none"> <li>• Provide support to field based and regional staff, regional administration staff and clients in contracts.</li> <li>• Have a good understanding of the circumstances, resources and challenges that field staff are living with when delivering support.</li> <li>• Be the key staff member for liaising with insurance brokers, communications companies and government agencies for responsible duties.</li> <li>• Manage incoming calls and emails in relation to operations, projects, contracts and support services including finance/IT/HR and assist with enquiries forwarding them to the appropriate contact including.</li> </ul>
<b>2. Telecommunications and Internet</b>
<p>Key activities and responsibilities: Provide support to the Chief Information &amp; Technology Officer to:</p> <ul style="list-style-type: none"> <li>• Manage and maintain the national database of AWC’s telecommunications solutions including <ul style="list-style-type: none"> <li>○ Satellite Phones (assist HSE Technical Support Officer where required)</li> <li>○ Mobile Phones</li> <li>○ Landlines</li> <li>○ NBN Satellite Internet Services</li> <li>○ Where staff have established contributions for shared costs and private usage</li> </ul> </li> <li>• Keep database updated with records of <ul style="list-style-type: none"> <li>○ Account numbers, account logins and passwords.</li> <li>○ Connection of new landlines.</li> <li>○ New staff mobile plans, renewal plans (updating expiry dates), renewals or purchasing mobile handsets (repayment amounts), PIN/PUK codes, IMEI/SIM details.</li> </ul> </li> </ul>

- Tracking movement of communications assets that are shared or permanently moved to a new sanctuary location (prompt sanctuaries to update their Emergency Contact details).
- NBN connections (see further point below).
- Act as a point of contact for sanctuary staff who require:
  - Assistance in logging or following up on faults (with Telstra and SkyMesh). Understand how to log each type of fault and who the appropriate contacts are.
  - Monthly plan changes to NBN including updating Authority to Deduct letters and submitting to finance as well as maintaining a record of these changes in the Telstra master excel.
- Vendor engagement & management of each of these Telco services including
  - Regular review of service provision, plans, cost effectiveness and value
  - Annual review of account management procedures
- Establish and maintain relationships with key internal stakeholders including
  - IT Department (processes on tracking, procurement and reconciliation)
  - Finance Department (financial reconciliation including salary rebates and deductions, and insurance)
  - Sanctuary Staff (operators of the services, support services, quality of service)
  - Executive Management (reporting on telco services, recommendations on variations to plans)
  - HSE and Risk Advisor
- Reconcile monthly NBN bills and submit to accounts for payment.
- Other additional activities related to these activities as they arise

### **3. Clothing & Merchandise**

Key activities and responsibilities:

- Monitor all staff orders on Malanet, place an order each month or as required
- Liaise with suppliers on products, stock, quotes, embroidery etc.
- Maintain small stock of popular styles and sizes at HO for interns and urgent needs
- Work with stakeholders from Communications, Operations, Development and HSE to ensure AWC directives are met in relations to budget, allocation, timeframes and delivery.
- Work with IT to review and update the Malanet order form as required
- Investigate alternatives when supplies are discontinued or in short supply
- Send uniform and merchandise orders to staff
- Reconcile invoices.

### **4. Insurance**

Key activities and responsibilities: Provide support to the Finance Manager to:

- Assist with the annual insurance renewal. This will include:
  - Maintaining an insurance asset register on Malanet; and
  - Assisting the Finance Manager in collecting any other data as required for insurance renewals.
- Oversee the maintenance of the insurance asset register during the year with support of the Finance Manager, Regional Administrators and Sanctuary Staff.

- Work with the finance team in providing knowledge of the insurance asset register to assist in its reconciliation with the finance asset registers as required.
- Primary point of contact for insurance claims and general insurance queries. This includes liaising with staff in the preparation of insurance forms, lodging of claims with AWC's insurance broker and the management of these claims. To escalate any insurance matter to the Finance Manager as necessary.

#### **5. Asset Management**

Key activities and responsibilities: Provide support to the National Operations team and associated project team in implementing and administering a new asset management system. Support the Operations & Project Manager and Assistant Operations & Projects Manager to:

- Assisting in the transfer of the current asset register and other information sources into a new Enterprise Asset Management (EAM) system
- Understand the configuration, security, backup and reporting abilities to of the new EAM system to maintain the register.
- Assist the National Operations team to deploy a new EAM system including information integration, testing, training and administration and reporting.
- Use the new EAM to identify area ghost assets, areas for cost savings and improve processes.
- Identify assets for centralized procurement where cost-savings may be found e.g. bulk purchases, corporate sponsorship etc.
- Work closely with the Finance team to input financial and insurance details into the new EAM for new assets and set up notifications

#### **6. Operations and Sanctuary Board Reports and Annual Work Plans**

Key activities and responsibilities: Assist the Operations & Project Manager to:

- Coordinate staff input into quarterly board reports for sanctuaries (field staff and regional admins) and operations (Regional Managers and National Operations Team).
- Collate and format input into quarterly report for the Executive Board
- Implement specific reporting requirements for partnership projects.
- Coordinate and collate staff input into annual work plans/operational plans in line with annual budgets.
- Administer complex and detailed databases with the ability to generate reports. Create databases as needed (Microsoft)

#### **7. Corporate Licences - Firearms**

Key activities and responsibilities:

- Manage all aspects of administration for the WA Corporate licence.
- Adding and removing Authorised Persons to the WA Corporate licence.
- Adding and removing firearms to the WA Corporate licence.
- Work with Regional Ops managers to refine the process for verification of competency for firearms users at AWC (Phil Scully already doing this extremely well).
- Working with South East Admin to ensure NSW Corporate licence requirements are met.

- Provide letters of Authorisation for firearm users in SA, NT and Qld.
- Research and make recommendations about Corporate licencing for other states (currently held in WA and NSW only).
- Provide instructions on Malanet for staff who may be seeking information about firearms.

**8. Intranet Maintenance & Development**

- Key activities and responsibilities:
- Maintain online content and data as appropriate to your areas of concern within Operations e.g.
    - Update and maintain the contacts page
  - Engagement with IT on intranet development and content management within the Operations sub-site
  - Establish familiarity and expertise with various IT systems including Malanet and the new EAM, including the ability to build forms, workflows, notifications and automated reports.
  - Leverage your knowledge of key IT systems to build forms, lists and workflows related to equipment registers, insurances, etc., as appropriate to your areas of operation.
  - Engage with key stakeholders in IT and Operation to establish a pipeline of continual improvement using Microsoft products such as SharePoint, PowerApps, and Flow
  - Train other staff in the use of Malanet and using the new EAM system

**9. Other**

- Provide technical assistance, training and support to AWC staff using programs and systems such as the intranet (Malanet- Microsoft Sharepoint) and EAM.
- Research and assist with Operations led grant applications and reports
- Prepare materials and documents for projects
- Other tasks as directed by the Operations & Project Manager, Chief Operations Officer or key Stakeholders:
- Organizing regional training (such as first aid training)
- When required, undertake other operational duties (i.e. staff annual leave, sickness or absence or peak times). This may include:
  - Following up with sanctuary staff on vehicle registration renewals.
  - Answering emails to info@.
  - Assisting the HSE team with oversight of satellite phones, spot trackers and HSE reporting
  - Travel, flight and car bookings.
  - Supporter events bookings and logistics.
- Answer incoming phone calls and direct to the relevant member/s of staff.
- Maintain appropriate filing system for all operational administrative records.
- Provide training, support and guidance to all Regional Administration staff, including acting in their capacity in the absence of staff in these roles, when requested.

<b>Job Area</b>	<b>Key Stakeholder</b>
<b>1.</b> Key contact person	Operations Manager
<b>2.</b> Telecommunications and Internet	Chief Information & Technology Officer
<b>3.</b> Clothing & Merchandise	Operations Manager

<b>4.</b> Insurance	Finance Manager
<b>5.</b> Asset Management	Operations Manager
<b>6.</b> Operations and Sanctuary Board Reports and Annual Work Plans	Operations Manager
<b>7.</b> Corporate Licences - Firearms	Operations Manager
<b>8.</b> Intranet Maintenance & Development	Operations Manager
<b>9.</b> Other	All