



JOB DESCRIPTION

# Office Services and Systems Coordinator

## ROLE SPECIFICS

<b>Reports to</b>	HR & Operations, Senior Manager
<b>Team</b>	Operations
<b>Location</b>	Remote/Hybrid
<b>FTE</b>	1.0
<b>Capability level</b>	Foundational
<b>Direct reports</b>	n/a

## ROLE SUMMARY

The Office Services and Systems Coordinator is responsible for supporting EQI's administration and technology practices to enable EQI and its employees to operate efficiently on a day-to-day basis as well as in the long term. The role requires a high degree of organisation and engages with various stakeholders both internally and externally. This role has a particular focus on EQI's technology, systems, and processes and aims to continuously develop EQI's administrative and technology practices to improve the organisation's overall standards.

## ABOUT EQI

**The Equality Institute (EQI) is a global feminist agency working to end violence against women and girls.**

We are values-driven and underpinned by feminist principles in the ways we work and how we conduct ourselves. We actively apply an understanding of intersectionality in our work and are committed to having diversity reflected in our workplace.

### VALUES

**Strive for Equality**

**Stay Curious**

**Be Courageous**

**Find the joy**

## AREAS OF ACCOUNTABILITY

### 1: IT and Systems (30%)

- Coordinate EQI's strategic and operational procurement of information technology, service providers and web-based platforms to facilitate the transformation of operational process and practice.
- Deliver all aspects of systems functionality and access, annual audit of asset; continuous improvement of operations procedure manuals; training for staff on core systems functions (e.g., security, use of system, etc); and IT stakeholder management.
- Coordinate key technology vendors to ensure day-to-day technology issues are resolved and addressed.
- Establish and maintain procedures for company data including file naming conventions, the use of technology equipment and network access.
- In collaboration with the HR & Operations Senior Manager and IT provider, develop and implement improvements to IT governance and cyber security, and act as the organisational key contact for complaints handling and admin enquiries.
- Project management system improvement and technology initiatives across the organisation, including CRM, including support and training.

### 2: Office Services (30%)

- Coordinate office service requirements including scoping and scheduling of hybrid and remote workspaces.
- Order, maintain and manage allocation of office supplies and equipment within budget.
- Coordination of whole-of-organisation events, including staff meetings, logistics, venue hire and catering requirements within budget.
- Coordinate staff engagement sessions and functions, in-person and online including team meeting agendas and actions.
- Maintain up to date Operations manual for all procedures.
- In consultation with the HR team, ensure all new starters participate in onboarding to familiarise them with EQI's procedures, processes, and systems.
- Provide support to the Director of Finance and Operations as required.

### 3: Administration & Compliance (25%)

- Support EQI's risk management and assessment process, including risk register, annual risk review, disaster recovery and business continuity planning, implementation and compliance including ASIC, ACNC.
- Coordinate operational change management processes, including consultations, working groups, internal communications, user-focused training, review, and adaptation.
- Develop, document, and implement integrated workflows, processes, practices and business rules for effective systems, databases, and knowledge management, to enable EQI's business effectiveness and efficiency.

### 4: People & Processes (20%)

- Support the operationalisation of EQI's Strategic Plan that contributes to advancing gender equality and preventing violence against women globally.
- Effectively contribute to team and organisational goals, particularly as they relate to organisational effectiveness, sustainability, and staff well-being.
- Support collaborative behaviour across teams, contributing to, and encouraging, a high-performing, positive and inclusive team environment.

#### KEY CAPABILITIES

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#### Live our Values

- Support the value of 'find the joy' by practicing gratitude regularly and taking responsibility for the energy they bring to work.
- Take into account systems of oppression as well as own individual privilege and how these things impact the work we do, in order to 'strive for equality'.
- Demonstrate the value of 'be courageous' by taking responsibility for own actions and asking for help when it is needed.
- Contribute to the value of 'stay curious' by focusing on creative solutions rather than problems.

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## Think Strategically

- Support the purpose, vision, and values of EQI.
- Consider future aims and goals of the team and organisation when prioritising own work.
- Demonstrate forward-thinking and awareness of the consequences of own actions.
- Support the strategic planning process in own work area and seek information about how own work relates to broader organisational strategy.
- Understand concepts relating to strategic planning.

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## Promote Intersectionality

- Contribute to making EQI a more inclusive workplace by contributing to organisational conversations about intersectionality.
- Work in ways that are respectful and understanding of the needs, beliefs, ability, and values of individuals from diverse backgrounds with differing identities.
- Support EQI's approach to intersectional feminism by integrating the principles of diversity, inclusion and belonging into own daily work.
- Seek and include a diverse range of perspectives in daily work.

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## Lead People

- Understand own performance goals and how they are linked to broader operational needs of EQI.
- Understand work activities, team structure and individual roles within team.
- Support others to achieve team and individual goals by demonstrating empathy and contribute to the wellbeing and motivation of team.
- Understand and act in accordance with EQI values, policies, and code of conduct.

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## Communicate with Impact

- Communicate clearly and organises information in a logical sequence.
- Seek advice to determine appropriate communication methods and tone for different audiences.
- Welcome and respond to positive and constructive feedback.
- Make effort to tailor communication appropriately for the purpose and audience.
- Engage in active listening and seek clarification of own understanding.
- Share information and acknowledge others' efforts.

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## Strive for Excellence

- Set SMART goals, prioritise work, follow through on tasks, and report on progress.
- Hold self and others responsible for achieving results and agree upon targets.
- Strive to exceed performance expectations by identifying better ways of working or opportunities to contribute to the work of others.
- Identify underlying causes for lack of success, which may or may not involve self, and takes action to ensure future success.
- Ensure all team members clearly understand their role, connection with the broader outcomes, and what is expected of them.
- Challenge self and the team to achieve high quality results aligned with goals of EQI.



[Learn more about us here](#)