

# Operations Coordinator

## Position Description

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**Position title:** Operations Coordinator  
**Reports to:** Leading Teams CEO  
**Supporting:** Leading Teams Directors, Partners and Facilitators

### **Our organisation**

Leading Teams has been helping teams and leaders improve for over 25 years. We work with a wide range of organisations, implementing programs focused on creating high-performing culture and leadership.

We believe teams that are definitive about the culture they aspire to create, and demonstrate a commitment to both supporting team members and holding each other accountable for behaviour, have a greater ability to deliver results.

Our clients represent a broad cross section of industries in elite sport, corporate, education and government, and they include some of Australia's largest and most iconic organisations.

We are a dynamic organisation with a reputation as leaders in our field.

### **Our purpose**

We help teams and individuals to be high performing.

### **Our vision**

We are the most trusted and respected facilitators and experts on culture, leadership and high performance.

### **Our trademark**

Go the extra yard

### **Our agreed behavioural framework**

- We take responsibility
- We show initiative
- We live our model
- We find ways to collaborate
- We show genuine care for each other

### **Position purpose**

The Operations Coordinator is responsible for the system operations and administrative functions of Leading Teams.

## **Key Responsibilities**

### **Systems management and training**

- Implement business systems and technology to enhance operations
- Manage the CRM system
- Train and educate staff on all business systems

### **Maintain supplier and third-party relationships**

- Maintain stock levels of stationery and other supplies
- Order uniforms
- Maintain relationships with third party suppliers across IT, property, media, hospitality, systems providers

### **General administration support**

- Manage office communications
- First point of contact for enquiries
- Ad hoc problem solving and administration

### **Business reporting**

- Report on relevant operational statistics
- Create presentations

### **Event Coordination**

- Manage event calendar and operational logistics
- Organise travel requirements

### **Additional information**

The role is full-time and workplace arrangements are flexible. Other staff based in our Melbourne headquarters (serviced office in South Yarra) are the Finance Officer, Training and Quality Administrator and CEO.

### **Key Selection Criteria**

1. The ability to contribute positively to the culture of Leading Teams – to 'live our trademark and agreed behaviours'
2. Demonstrated experience in identifying business efficiencies and implementing change
3. Demonstrated experience in establishing and maintaining professional relationships with both internal and external stakeholders
4. Demonstrated ability to manage multiple projects within deadlines
5. Demonstrated ability to work autonomously, and as part of a team
6. Knowledge of IT systems, including CRM, and the ability to train staff
7. Demonstrated ability to coordinate and deliver events
8. Proficient in Microsoft Office Suite and proven ability to maximise its use
9. Proficient in written communication

**Desirable**

- Two years' experience in an operations or administration role

**Submitting your application**

- To submit an application for this position, please submit your current CV and a cover letter addressing the key selection criteria
- Applications must be submitted electronically to [office@leadingteams.net.au](mailto:office@leadingteams.net.au)
- Applications must be received by Tuesday 20<sup>th</sup> February