**IT OPERATIONS OFFICER**

Community Support Services (CSS) is on the threshold of exciting new developments over the next few years, and beyond. Our non-profit social enterprise has recently embarked on a Pathways to Employment social program to provide women with the opportunity to gain the knowledge and skills required to establish a successful micro business in the sewing industry. We are looking for someone with previous IT project management, operations or admin experience, an enthusiastic self-starter with a combination of strong technical, time management and people skills, to join our team in implementing and maintaining operational systems to scale up and sustain our community work. This role is ideal for a mother looking to work flexible hours during school days (between 9.00 am to 2pm) in a warm, vibrant and open environment.

| **Primary purpose of position:** | Support the function and implementation of operational processes and systems in alignment with the strategic growth of the organisation. |
| --- | --- |
|  |  |
| **Reports to:** | Operations Manager |
| **Location:** | Bankstown (hybrid office and remote work negotiable after probation) |
| **Work Hours:** | 15 hours a week over 5 days |
| **Commitment:**  **Salary:** | Permanent with 3 months probation  Between $20,000 to $25,000 pa |

| **Date posted:** | 23 October 2023 |
| --- | --- |
| **Apply by:** | 5 November 2023 |
| **Email to:** | [hello@cssvillage.org.au](mailto:hello@cssvillage.org.au) |
| **Subject Line:** | Application for IT Operations Officer |

**KEY FUNCTIONAL RESPONSIBILITIES**

* Provide training and support on systems used in client delivery, staff/volunteer recruitment and management, and other operational activities across the organisation (in person, via Zoom or over the phone)
* Provide training and support to the Sew Good project coordination team on systems used for the management and execution of the program
* Install and configure software, hardware and peripherals on CSS systems
* Monitor and maintain the CSS computer systems, administrative forms, and databases
* Document standard operating procedures for correct and efficient use of the above
* Assist the Operations Manager in the design and implementation of new processes and workflows, including gathering requirements from stakeholders
* Respond in a timely manner to support issues and requests
* Ensure CSS Policies and Procedures are adhered to during these activities

# QUALIFICATIONS AND EXPERIENCE REQUIRED

* Experience in an IT Operations, Project Management or Administration position
* Experience using Google suite in a work environment
* Technical writing and documentation experience
* Ability to set up and manage CRMs or similar databases
* Knowledge of Asana or similar project management software an advantage

# HIGHLY DESIRABLE ATTRIBUTES AND SKILLS

* Friendly and approachable manner, both in person and over the phone
* Good communication and interpersonal skills
* Organised and able to take instructions well
* Resourceful and creative
* Team player

# About Community Support Services

CSS is a non-profit social enterprise that exerts a pro-active approach to empower vulnerable marginalized families with the right tools to 'thrive' and not merely survive. Our vision is a community that is inclusive and celebrates social and cultural diversity. Through our practical services and training programs, we help everyone in our “Village'' be part of the community, and build a better future for themselves and their families. We provide engaging programs and a platform for social cohesion, particularly for those from culturally and linguistically diverse nationalities within our multicultural Australian society.

Staff and volunteers at our workplace will be provided with an opportunity to put their expertise into practice in a friendly yet professional work environment. Volunteers will attain an appreciation certificate accordingly, thus expanding their work experience in the Australian market, building up their resume, and doing good for the community.

At our workplace, your talent can be challenged, and your efforts recognised as well as rewarded. Employing fantastic people is what we do, so come and join the fun!

## Benefits of working with CSS

## As a part of the friendly and vibrant CSS Village team, you’ll have the opportunity to:

* Work with a dedicated team of staff and volunteers with a vision to empower families through a variety of heart-centred tasks and projects
* Enjoy staff discounts for purchase of items offered in the CSS Village Pantry and Village Shop
* Attend free upskilling courses for motivated staff and volunteers
* Meet people from diverse cultures and do meaningful work alongside like-minded people
* Gain valuable skills in coordination, operations and administration
* Utilise your skills and talents to help others.

By supporting our initiatives, you can help many community members from vulnerable backgrounds.

***Don’t just make a living - make a difference!***