

# Training & Enterprise Coordinator

## *Not-for-profit Law*

## Training & Enterprise Coordinator, Not-for-profit Law

**An exciting opportunity has arisen to join one of Australia's most successful public interest and social justice organisations. In the face of rising levels of unmet legal need, Justice Connect designs and delivers high impact interventions to increase access to legal support and progress social justice.**

We are committed to taking an impact-focused approach, applying research and design principles to develop our products and services to ensure they make a tangible difference for our clients and sector peers.

We deliver services that assist both people and community organisations. Those we assist often struggle to navigate the law, are unable to use the law in their daily lives and experience the impacts of harsh and unjust laws. We aim to prevent and to solve legal problems so that we can prevent the negative impacts on people's lives and organisations and empower the community to use the law as a force for good.

Given the scale of the challenges we address, we use digital innovation to extend our reach and impact, supporting us to be more efficient and accessible, while helping us capture and use data to better understand legal need and underlying systemic issues.

We harness the extraordinary pro bono contributions of over 50 member firms and the barristers we work with across the country. We channel pro bono effort through our innovative service models to ensure that pro bono hours deliver real impact for the community.

We develop strategic interventions to help address the system-level drivers of legal problems and barriers people face when engaging with the legal system. By addressing root causes of flawed or unfair laws and poorly designed systems, we prevent the long-term challenges that people and organisations continue to face.

Our creative and passionate staff drive us forward with a commitment to evaluation and iteration that ensures our impact increases year on year.

**This exciting role is part of Justice Connect's Not-for-profit Law team, providing Australia's only dedicated community legal services for not-for-profits and charities.** Not-for-profit Law's acclaimed self-help website ([www.nfplaw.org.au](http://www.nfplaw.org.au)) has over 300 legal resources and is the foundation of the program's service delivery model. We also offer legal advice and educational services to organisations across Australia, and advocate for improved standards and legal frameworks for the Australian not-for-profit sector. We run a certified legal training social enterprise and deliver a dedicated service for Local Aboriginal Land Councils in NSW.

**We are currently seeking a Training & Enterprise Coordinator to join the Not-for-profit Law team to provide support for our certified social enterprise over the next six months.** The Training & Enterprise Coordinator will ensure the effective and efficient administration of Not-for-profit Law's certified social enterprise, working closely with the Training & Enterprise Manager with a focus on data and systems, and seamless client service. Working in a collaborative team, the Training & Enterprise Coordinator will play a key role in ensuring the delivery of high quality and timely legal services for the benefit of not-for-profit community groups and social enterprises. If you are dynamic, well organised, skilled with data systems and customer engagement, and have a demonstrated passion for the not-for-profit sector, this is an exciting opportunity to join a professional and committed entrepreneurial team who share your vision of a fairer society.

**We know our team and our organisation is stronger with a diversity of backgrounds and experience, including lived experience of the issues we work on. Aboriginal and Torres Strait Islander people, people of colour, people from culturally and linguistically diverse and refugee backgrounds, people with diverse religious beliefs, gender diverse people, LGBTIQ+ people and people living with a disability are strongly encouraged to apply.**



Applications close 9am on Tuesday 15 March 2022



## Position description

Position title	Training & Enterprise Coordinator, Not-for-profit Law
Position reports to	Manager – Training & Enterprise, Not-for-profit Law
Position works in close collaboration with	Manager – Training & Enterprise, Lawyers, Paralegals and other staff
Employment status	6 month fixed term contract
Hours	37.5 per week (1.0 FTE)
Salary	\$60,965.84 per annum, plus 10% superannuation, annual leave loading and generous salary packaging options.
Location	Melbourne (Level 17, 461 Bourke Street Melbourne VIC 3000) or Sydney (Level 5, 175 Liverpool Street, Sydney NSW 2000) <i>*Hybrid working model</i>
Closing date	9am on Tuesday 15 March 2022
For further information	Contact Phoebe Duggan, Manager – Training & Enterprise, Not-for-profit Law on (03) 8636 4423

## Role purpose

The Training & Enterprise Coordinator will be responsible for the effective and efficient administration of Not-for-profit Law's certified social enterprise, focusing on data and systems and seamless client service.

## Key responsibilities

The Training & Enterprise Coordinator role is responsible for:

- Coordinating promotion, registrations and logistics for Not-for-profit Law training session and webinars
- Managing enquiries and bookings and preparing proposals for Not-for-profit Law's fee-for-service training sessions, and maintaining Not-for-profit Law's training calendar
- Assisting with the curation of training and webinar related promotional content for the Not-for-profit Law website
- Administration of Not-for-profit Law webinars including responding to attendee queries and feedback, handling registrations, supporting the delivery of webinars, and preparing and sending recordings and materials
- Coordinating monitoring and evaluation activities and reporting, including entering and analysing survey data and feedback from customers/clients, drafting case studies and other data and measurement tasks
- Maintaining and making improvements to Not-for-profit Law's training and enterprise administrative systems including Microsoft Dynamics (our CRM)
- Promoting the enterprise and providing information to prospective clients and key stakeholders
- Assisting with Not-for-profit Law project work and event coordination
- Assisting with the governance, fundraising, reporting and evaluation requirements of the program, Justice Connect Board and external funders
- Contributing to Justice Connect's Reconciliation Action Plan activities
- Contributing to program and organisation-wide projects
- Assisting other members of the team with administrative tasks
- Other ad hoc tasks as required for the benefit of the team.



*This job description outlines the current duties and responsibilities of the position. These will be reviewed on a regular basis with the position holder and are subject to change according to the needs and priorities of Justice Connect.*

## Selection criteria

Technical expertise	<ul style="list-style-type: none"> <li>Advanced skills in Microsoft Office software, including Outlook, Word, PowerPoint and Excel, as well as Microsoft SharePoint and Teams.</li> <li>Advanced skills in use of Zoom (Meetings and Webinars functions)</li> <li>Database and client file management skills (experience with CRMs in particular Microsoft Dynamics highly desirable)</li> </ul>
Experience	<ul style="list-style-type: none"> <li>Experience in supporting the delivery of training or events (including in an online format)</li> <li>Experience collecting, analysing and reporting data</li> <li>Experience in a customer success or comparable role, working or volunteering for a social enterprise or not-for-profit organisation (highly desirable)</li> </ul>
Knowledge, skills & attributes	<ul style="list-style-type: none"> <li>Sound computer skills</li> <li>Experience in providing technical/administrative support in the delivery of face to face and online training</li> <li>Excellent oral and written communication skills, in particular the ability to communicate with customers, clients and a diverse range of stakeholders in a professional and respectful manner</li> <li>Sound knowledge of information and document management practices, with an interest and aptitude for analysis and data mining</li> <li>Demonstrated ability to collect, analyse and present information in a meaningful manner</li> <li>A commitment to Justice Connect's strategy and values, including in social justice and the role that community organisations play in improving society</li> <li>Dynamic, well organised with excellent attention to detail and entrepreneurial flair</li> <li>Highly motivated, professional with a strong work ethic, a positive attitude, sense of humour and demonstrated ability to work in a team</li> </ul>

## Employee benefits

Justice Connect offers employment benefits including salary packaging (making part of your salary tax-free), flexible working arrangements, above award annual leave provisions and opportunities for professional development. Justice Connect is an organisation that strives to show leadership, operate sustainably and demonstrate our effectiveness. You will be rewarded with a workplace culture that is professional, committed, collaborative and creative and where you can make a real difference through your work.

## Important information

For further information about Justice Connect and its work please visit [www.justiceconnect.org.au](http://www.justiceconnect.org.au)

### Workplace attendance requirements:

Please note we are not asking you to disclose your vaccination status to us at this time, but it is important for you to understand Justice Connect's position about workplace attendance requirements.

Justice Connect has adopted a hybrid working model which requires all staff located in VIC or NSW to work a minimum of 40% of their working month in the workplace. For you to be able to attend our offices and perform your role in other workplaces e.g. at courts or in person meetings with our partner organisations and clients, you will be required to be up to date with your COVID-19 vaccinations so that Justice Connect can meet its obligations under public health orders and workplace health and safety legislation.

We want to be clear with you about this requirement so that you understand what will be expected of you if you commence employment with us. Of course, we respect your right to decide about vaccination but if you decide not to be vaccinated, then that will impact on your capacity to work for us.

### The application process is as follows:

- Applications should be addressed to **Phoebe Duggan, Manager – Training and Enterprise**, Not-for-profit Law and should comprise a cover letter, your resume, and a succinct statement outlining your suitability for the role with reference to the selection criteria
- Applications should be emailed to [hr@justiceconnect.org.au](mailto:hr@justiceconnect.org.au) as a **single word or PDF file** including "Training & Enterprise Coordinator, Not-for-profit Law" in the email subject line.
- Applications close at **9am Tuesday 15 March 2022**.
- Interviews are likely to be held between 16-18 March 2022.

