# ICT & Operations Support Officer
# Position Description

| | |
|---|---|
| **Position Title:** | ICT & Operations Support Officer |
| **Team**: | Business Operations & Services (BOS) |
| **Location**: | Canberra Secretariat |
| **Employment Status**: | 0.6 FTE until 27 October 2023, with the possibility of extension |
| **Reports to position holder:** | Data and Operations Lead |
| **Position Classification:** | Officer 1-2 |
| **Salary:** | $60,171.80 - $65, 908.18 pro rata plus 10.5% superannuation & salary packaging, based on skills and experience |

## ORGANISATIONAL CONTEXT

The Australian Council for International Development (ACFID) is the peak body for Australian non-government organisations (NGOs) involved in international development and humanitarian action. Our vision is of a world where all people are free from extreme poverty, injustice and inequality and where the earth's finite resources are managed sustainably. Our purpose is to lead and unite our members in action for a just, equitable and sustainable world.

Founded in 1965, ACFID currently has 128 full members and 22 affiliate members operating in more than 65 developing countries. The total revenue raised by ACFID's membership from all sources amounts to $1.83 billion (2020 - 21), $721 million of which is raised from over 996,000 thousand Australians. ACFID's members range between large Australian multi-sectoral organisations that are linked to international federations of NGOs, to agencies with specialised thematic expertise, and smaller community-based groups, with a mix of secular and faith-based organisations.

We value diversity in the workplace and model our commitment to the values outlined in our strategic plan. ACFID is an equal opportunity employer and does not discriminate on the basis of race, religion, colour, sex, gender identity, sexual orientation, age, physical or mental disability status or national origin. Applicants will be considered based on qualifications, merit, and business need.

## PURPOSE OF THE POSITION

The ICT and Operations Support Officer is a member of the Business Operations & Services team. The role supports ACFID's general ICT by liaising with internal staff and coordinating external support. The role also assists event logistics for ACFID's Annual National Conference. The position will provide general support for planned or ad-hoc business operations projects.

## KEY AREAS OF RESPONSIBILITY

The responsibilities of the position include, but are not limited to:
1. General ICT assistance, troubleshooting, and equipment maintenance, and arranging/coordinating external technical support when required
2. Logistic support for ACFID's National Conference
3. Supporting analysis and delivery of both planned and ad-hoc Data Projects and internal/external requests as required

4. General governance/operations support for internal projects such as project/planning platforms, or CRM operation

## REQUIRED CORE COMPETENCIES

### Committing to ACFID's values
We value diversity in the workplace and model our commitment to the values outlined in our strategic plan, including gender justice. We believe that these values are fundamental to achieving our vision and purpose.

### Being Adaptable
We respond to new and emerging challenges in our operating environment with agility and purpose. We achieve results by demonstrating curiosity and a willingness to learn.

### Working independently and collaboratively
We have the ability or potential to work within and across teams, and autonomously with minimal direction to manage priorities and achieve our outcomes.

### Developing effective working relationships
We build, maintain and strengthen both internal and external relationships. We facilitate collaboration and find common ground across diverse stakeholders. We value clear communication and respectful interpersonal skills.

### Exercising sound judgment and critical thinking
We seek out innovative solutions, work creatively and leverage resources to achieve results. We engage with risk and opportunities with a problem-solving approach. We make clear, transparent and principled decisions and commit to action in a timely manner.

### Translating the big picture into action
We think strategically and are all responsible for implementing ideas in a practical and evidence-based manner through outcome-oriented planning and action.

## REQUIRED FUNCTIONAL COMPETENCIES AND EXPERIENCE

- Excellent computer literacy

- Experience working with MS Office, especially Excel and CRM/databases

- Excellent attention to detail

- The ability to independently achieve work objectives and meet timeframes

- Experience or interest in working for a not-for-profit is desirable but not essential

- Experience with event logistics is desirable but not essential

## STANDARD OCCUPATIONAL HEALTH AND SAFETY (OHS) RESPONSIBILITIES FOR NON-SUPERVISORY STAFF

Cooperate with all health and safety policies and procedures of the organisation and take all reasonable care that your actions or omissions do not impact on the health and safety of colleagues in the workplace.

## GENDER AND DIVERSITY APPROACH

Staff and potential staff are treated solely on the basis of their merits, abilities and potential, regardless of gender, colour, ethnicity or national origin, age, socio-economic background, disability, religious or political beliefs, family circumstances, sexual orientation or other irrelevant distinction.