

## People and Operations Advisor, Mortgage Stress Victoria Position Description

<b>Job Title</b>	<b>People and Operations Advisor, Mortgage Stress Victoria</b>
<b>General</b>	
<b>Vision</b>	Westjustice believes in a just and fair society where the law and its processes don't discriminate against people, and where those in need have ready and easy access to legal education, information, advice, casework services, systemic advocacy and reform.
<b>Context</b>	Mortgage Stress Victoria (MSV) is a specialist service, helping Victorians in mortgage stress with free legal, financial counselling and social work support. MSV started in Melbourne's western suburbs and is now statewide. This role is based in Melbourne's CBD.
<b>WEstjustice Purpose</b>	To service the legal needs in the West in a way that addresses the systemic nature of disadvantage.
<b>Reports to</b>	General Manager, MSV
<b>Term</b>	12 month maximum term position
<b>Scope</b>	You will be assigned to MSV
<b>Key Responsibilities/Expectations</b>	
	<ul style="list-style-type: none"> <li>• Support the transition of a start-up community legal centre from its incubation phase (within WEstjustice) to a standalone organisation.</li> <li>• Office management including office services and contractors.</li> <li>• Operations governance including managing a database of organisational policies and procedures and insurance (notifications &amp; other) compliance.</li> <li>• Maintain MSV financial, physical and HR resources with care and diligence.</li> <li>• Continuous improvement of IT, data management, HR and other operational systems.</li> <li>• Partner with WEstjustice employees to implement best practice People &amp; Culture and Operations systems; and identify continuous improvement opportunities.</li> <li>• Staff contract management and administration, hiring support and staff induction support.</li> <li>• Manage, coordinate and ensure compliance with employee accreditations, licences and other contractual requirements.</li> <li>• Identification of staff training requirements and opportunities.</li> <li>• Branding, social media and website support.</li> <li>• Administrative support.</li> <li>• Other relevant work as directed.</li> </ul>
<b>Qualifications &amp; Skills</b>	
<b>Key Selection Criteria</b>	<p><b>Mandatory</b></p> <ol style="list-style-type: none"> <li>1. Relevant experience in administration or operations, and relevant experience in HR support.</li> <li>2. Relevant experience promoting organisational good governance, eg compliance with policies and procedures, reporting obligations etc.</li> <li>3. IT proficiency including Microsoft 365 and the ability to learn new applications quickly.</li> <li>4. Commercial acumen and the ability to negotiate purchase of goods and services within budget.</li> </ol>

	<ol style="list-style-type: none"> <li>5. Strong organisational, time management and problem-solving skills including the ability to prioritise tasks and manage competing demands.</li> <li>6. Ability to thrive in ambiguous operating environments.</li> <li>7. Ability to work under own initiative with limited management in fast paced environment.</li> <li>8. Flexible, performance-oriented and proactive attitude with ability to work as part of a team.</li> <li>9. Strong interpersonal skills and high level of emotional intelligence.</li> <li>10. Operates with integrity, good judgment, professional demeanour and strict commitment to confidentiality.</li> <li>11. Curiosity about operational systems and systems improvement. Able to identify and follow through on opportunities to mitigate risk and increase efficiency.</li> <li>12. Interest in and commitment to the work of MSV in promoting social justice and the rights of people experiencing disadvantage and vulnerability.</li> </ol> <p><b>Desirable</b></p> <ol style="list-style-type: none"> <li>13. Experience in a fast-paced office environment supporting significant organisational change.</li> <li>14. Experience supporting the development and/implementation of organisational policies and procedures.</li> <li>15. Experience promoting a high performing and supportive team culture, staff training opportunities or issuing employment contracts.</li> <li>16. Strong written communication skills.</li> <li>17. Experience promoting an organisation's brand including social media, website development and/or event management.</li> <li>18. Degree qualified or advance diploma in business, commerce, finance, human resources or similar.</li> </ol>
<p><b>Other relevant information</b></p>	<ul style="list-style-type: none"> <li>• The successful applicant will be employed under the Social, Community, Home Care and Disability Services Industry Award 2010 with a probationary period of six months.</li> <li>• To be eligible for this position you must have current work Australian rights (e.g. as an Australian or New Zealand Citizen, permanent resident, or hold a valid work permit or visa).</li> <li>• You will be required to apply for and hold a current Working with Children Check.</li> <li>• Your primary work location will be Level 8, 63 Exhibition St, Melbourne.</li> </ul> <p><i>Westjustice is committed to working towards justice for marginalised groups including Aboriginal and Torres Strait Islander communities. Westjustice is committed to being a culturally safe, responsive and respectful organisation. Our Reconciliation Action Plan (RAP) is integral to these objectives and will provide the framework for our reconciliation journey. You can view our RAP at <a href="https://www.westjustice.org.au/aboutus">https://www.westjustice.org.au/aboutus</a>.</i></p>

Last Reviewed: December 2023  
Next Review: December 2024