

Office & Volunteer Manager Position Description

Reports to General Manager

30.4 hours per week – permanent part time

Salary: SCHADS Award Grade 5 - Salary sacrifice; flexible work arrangements offered as part of the package.

Organisation Overview:

Stryder is a not-for-profit community transport service provider under contract to Transport for NSW, providing subsidised transport for eligible home care clients, primarily those who are transport disadvantaged due to their age, frailty, disability, cultural, language, or other diverse needs. Stryder also provides accessible transport options for NDIS participants and people on Home Care Packages. To complement our core business, Stryder has also established a level of commercial business, including bus hire.

Role Purpose:

The role of Office & Volunteer Manager involves overseeing office administration and information technology to ensure team members have appropriate resources available to allow them to operate efficiently and safely; as well as managing volunteer promotion, recruitment, induction and training.

Role Responsibilities:

The position provides administrative support to the General Manager and the Operations Team, including hands on client services support with calls and bookings. This requires good communication, collaboration and cooperation across various positions to achieve successful day to day operations.

Additional duties include responsibility for ensuring accurate data across the organisation's databases, providing reports to management and undertaking compliance reporting for Transport for NSW, ACNC, Dept of Health. Processing payroll and liaising with Stryder's accountant to ensure accurate data for accounts administration; and assisting the General Manager with human resources. The successful applicant will also assist with grant submissions and acquittals; internal promotion and communications.

The position of the Office & Volunteer Manager operates within a small motivated team that consists of office employees and volunteers to deliver quality transport services and information to Stryder's key stakeholders. The position holder is required to multi-task, prioritise and problem solve through communication and innovation. The position is based at the office in Gladesville.

The successful candidate will be someone who has a passion for working in a purpose-driven team, committed to helping vulnerable people in the community with essential community transport; will be someone with an eye for detail, good analytical skills and understands the importance of accurate data. This needs to be paired with excellent communication skills and the ability to write succinctly and with flair.

Essential criteria:

- Diploma in Business Administration or similar or relevant experience
- Strong organisational skills in time management and prioritising workflows
- High attention to detail
- Moderate to advanced knowledge of Microsoft Office 365
- Competent in managing/problem solving information technology
- Competent in data analysis and data entry
- Advanced communication skills that can be applied across a diverse workforce and community
- Minimum four (4) years' experience working within the community services NFP sector
- Minimum of two (2) years demonstrated experience in leading a team of office employees and volunteers
- Current National Criminal History Check

Desirable criteria:

- Experience in the Aged Care, Community Transport or NDIS sectors
- Familiar with the following software applications:
 - Xero accounting software
 - Routematch transport scheduling software
 - Sharepoint
- Experience in grant writing
- Creative writing/graphic design skills

For applications to be considered a cover letter must be included with your resume, covering your experience relating to the role responsibilities and addressing the essential and desirable criteria. Email applications to info@stryder.org.au to the attention of the General Manager.