



Position Description			
Position Title:	Business & Technology Support Coordinator		
Location:	GEKA Office; 2 North Drive Bentleigh East		
Reports to:	General Manager Business Services		
Employment Type:	Full time	Hours:	38
Approval:	Executive Management	Date:	October 2021

About GEKA:

As a not-for-profit early year's organisation, GEKA's historical roots are grounded in the belief that our purpose is to provide exceptional management and high-quality service provision to our community. Our current offerings include kindergarten programs, holiday care, inclusion and education support and the delivery of professional development.

GEKA are committed to being an employer of choice and the ongoing development of our people.

Further information about GEKA can be found by visiting geka.org.au/

GEKA Vision: To be the leading provider of innovative, professional, inclusive Early Years education that fosters a lifelong love of learning.

GEKA Values: Respect, Authenticity, Integrity, Community, Celebration.

Position Summary and Context

The Business & Technology Support Coordinator is responsible for ensuring that GEKA's systems, processes and technology meet the organisation's strategic objectives. This position supports our people in achieving their operational priorities. This will include supporting and developing systems and maintaining internal IT infrastructures alongside the GM Business Services and the organisation's outsourced IT and business support partners.

In addition to providing high-level support and analysis of existing business systems, the Business & Technology Support Coordinator will undertake special projects in the research and design of alternative, innovative systems to improve service delivery, operations and support the effective execution of GEKA's strategic plan.

The Business & Technology Support Coordinator will oversee the development, coordination, and implementation of technology-based functions at GEKA, including the ability to troubleshoot issues, support staff and families, and provide recommendations for enhancements and improvements.

Relationships

Internal Relationships	External Relationships
<ul style="list-style-type: none"> • Executive Management Team • GEKA Leadership & Management Team • GEKA Educators • Customer and People Support Staff 	<ul style="list-style-type: none"> • External business support providers and consultants • General public • GEKA families • Department of Education & Training (DET) • Local Government/Council • System and Technology Vendors

Key Responsibility Areas

IT, Systems and Processes

- Regular analysis of current technology and business systems across the organisation and provide recommendations to the executive management team on new processes, acquisition of new systems and the development of infrastructure
- Ensuring the effective functioning of all IT systems (internal and external, infrastructure and applications) alongside and in collaboration with outsourced IT support and application partners.
- Onsite systems administration, performing proactive and reactive support and implementation of solutions. This may be in person, phone or by remote support as required.
- Keep current with the latest technologies and determine what new solutions and implementations will meet business and system requirements, and with a view to promote continuous improvement initiatives
- Undertake training opportunities and develop support documentation for users with varying skillsets
- Design, develop and project manage opportunities to improve service, program and operational efficiencies
- Ensure the smooth functioning of applications and databases including the full suite of Microsoft Office Programmes, Office 365, SharePoint, Microsoft Teams, Xero, Xpedite, plus various new and existing utilities for other functions
- Support the procurement and allocation of equipment including hardware, software, subscriptions, devices and contracts.

Business and Administration Support

- Develop and maintain policy, process and procedure documentation
- Support staff with training, including the development of training manuals, workshops and face to face support
- Coordinate and maintain contracts, grants and asset registers etc. This includes insurance, warranties, and commercial contracts
- Provide regular, effective status reports and insights on all active projects to the GM Business Services and Executive Management team
- Support other business units in updating both hard copy and online forms and undertake annual reviews in conjunction with the leadership and executive teams
- Maintain information and documentation on the organisations Intranet including assisting with the building of pages, sites, and graphic creation within Microsoft SharePoint Online
- Support the ongoing maintenance of Finance, HRIS and Customer Service CRMs and databases in consultation with management and executive teams
- Maintain and develop excellent working relationships with key suppliers, by conducting dealings in a professional and appropriate manner.
- Engage in other duties as directed by the Executive Team and/or board.

Website, Communications and Marketing

- In consultation with keys stakeholders, create, collect and publish content across our social and digital platforms (currently WordPress, FlexiSchools and iNewsletter) which includes written, graphic, image and video creation
- Working closely with the Executive Management team and external website developers on the design, development, publishing and optimisation of website and social media content
- Working closely with the GM Business Services to continually optimise/streamline our digital platform to increase visitation/usage and make it easier for our staff, families, and visitors
- Support and develop marketing opportunities for the organisation's programs and services
- In conjunction with the Customer Relations team, support the user management and delivery of information and communications to staff and families
- Support and encourage a positive team culture and promote and foster excellence in service delivery with initiative and flexibility.

Reporting, Quality and Compliance

- Contribute to the development and implementation of policies and procedures in accordance with established policies and procedures, and risk requirements
- Support the development processes and systems to manage GEKA's reporting requirements and obligations
- Conduct regular audits in conjunction with the GM Business Services, Leadership teams and external support partners
- Support the preparation of monthly and quarterly reports, status reports, compiling statistics and drafting correspondence
- Coordinate IT and systems contractual obligations and reviews
- Assess and support the implementation of systems to ensure the efficient auditing of all areas within the organisation (such as Human Resources, WHS, Education, Inclusion, Enrolments, and Regulatory Compliance).

Key Selection Criteria (KSC):

Essential KSC:

- Degree/Diploma in Business, Business Administration, Project Management, IT, or related field
- Minimum of three years' experience in a Business, Operations, Technology at an Officer or Coordinator level
- Experience in working with a variety of business systems across multiple locations.
- Knowledge of end-to-end business processes and the development of systems to create efficiencies.
- Experience or keen interest in website management, Office 365, Microsoft suite, SEO and social media analytics
- Exceptional organisation and administrative skills with the ability to multi-task
- Support and encourage a positive team culture and promote and foster excellence in service delivery with innovation and flexibility.
- Demonstrated ability to be patient and solution focused in thinking and practice.
- A current Police Check and Working With Children Clearance
- Experience in facilitating training and workshops with people of varying skill sets (Desired)
- Experience in a not for profit or community services sector (Desired but not essential)

Workplace Health and Safety

All staff are required to take reasonable care of their own health and safety and that of other personnel who may be directly affected by their conduct. <https://geka.org.au/policies/>

We are a child safe organisation

GEKA is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with GEKA is subject to a satisfactory national (and international where relevant) police check and Working with Children Clearance prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.