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POSITION DESCRIPTION

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| Role Title | Administrator, Butterfly Education Services |
| Reports to | Helen Bird, Manger Education Services |
| Roles reporting into this role | None |
| Award and Classification | Administrator – 32hrs (Sydney) |
| Purpose of the Role | The primary purpose of this position is to support the delivery of and efficient operation of Butterfly Education Services and undertake all administrative tasks relating to the booking of our school, community and professional presentations and workshops. This position will report to the Manager, Butterfly Education Services |
| Accountabilities and Responsibilities | * Develop and maintain an in-depth knowledge of Butterfly Education Services.
* Be the first point of contact for all incoming inquiries (via web, phone, and email) relating to Butterfly Education Services, responding in a timely, informed, and professional manner, escalating more complex requests where necessary.
* Work with schools and other organisations to clarify their requirements and manage the booking process from end to end, creating booking forms, allocating bookings to facilitators, reconfirming arrangements, sending follow-up emails, arranging invoicing, and assisting with the following up of payments.
* Conduct administrative tasks relating to the organisation of virtual and face-to-face community and professional development workshops, including venue sourcing, catering, and travel arrangements (onsite events), and following procedures for creating events, managing registrations, setting up automated pre- and post-event communications on Butterfly’s CRM (virtual events).
* Maintain accurate and up to date records of service delivery for reporting purposes; sessions booked, participation levels and work-logs for session facilitators.
* Generate leads, and upload and maintain Prevention Services contacts on Butterfly’s CRM to optimise the marketing of services.
* Compile evaluation summaries post school, professional and parent trainings and seminars.
* Organise and maintain comprehensive electronic files.
* Maintain, quote and order (if required) stocks of printed materials and resources and ensure materials for school, community and professional sessions are sent in good time via courier or post.
* Participate in broader Prevention Services and Butterfly Team meetings and other activities as required.
* Work collaboratively across Butterfly teams, such as Accounts and Communications.
* Assist with other duties commensurate with the role as required.
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| Selection Criteria | Essential* Demonstrated ability to be thorough, methodical, accurate and organised with regards to record keeping, creating documentation, managing databases, and associated administrative tasks
* Minimum12 months experience in fast-paced administration in a similar environment
* Excellent time management skills, with ability to be autonomous and self-manage your work schedule and priorities to meet deadlines.
* Excellent interpersonal and communication skills.
* Strong customer service skills.
* Highly developed computer skills, including (Office365 applications in particular Word, and Excel).
* An interest and desire to support children’s mental health and wellbeing.
* Availability during AEST school hours.

.Desirable* Good understanding of Client Management Systems (Dynamics 365 or other)
* Experience in sales, marketing, or event management
* Flexibility to adjust to changing circumstances.
* Willingness to go the extra mile.
* Driven to continually extend own learning and development.
* The desire to make a difference.
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| Other requirements | **At all times:*** Conduct yourself in a professional manner.
* Have exceptional interpersonal relationship skills and a positive attitude.
* Strive to act in accordance with the vision, mission, and objectives of Butterfly and to do all possible to assist Butterfly in achieving its aims.
* Follow Butterfly’s policies and procedures.
* Follow/participate in occupational health and safety measures.
* Act considerately around the workplace and have regard for the well-being of fellow staff, volunteers, and our service users.
* It is a requirement of all positions at Butterfly that the person has a valid Working With Children Check clearance (pass) and Police check.
* All staff should be aware of and actively uphold the Butterfly values.
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BUTTERFLY

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|  | Butterfly Foundation is the national charity for all Australians impacted by eating disorders and body image issues, and for the families, friends and communities who support them. |
| Vision | All people in Australia can live free of eating disorders and negative body image. |
| Mission | We work to prevent eating disorders and body image issues from occurring, to ensure that the best possible treatments are available, and that appropriate care and support is there for those affected. are available, and that appropriate care and support is there for those affected. |
| Values | Compassion | Commitment | Collaboration | Initiative | Excellence | Integrity |
| Objectives | * Promote positive body image and associated healthy behaviours.
* Encourage hope and help-seeking through education and awareness.
* Advocate excellence and consistency in the culture of care and support for people with eating disorders and encourage a better understanding of the complexities of eating disorders and the need for a compassionate, flexible, and holistic response.
* Educate and connect the community, health providers, government, and other support agencies to assist in excellence and consistency in the culture of care.
* Facilitate the development of effective models of prevention and care for people at risk of or with eating disorders.
* Provide treatment and support services.
* Operate a financially sustainable national Foundation for future generations.
* Increase access for all people with lived experience of an eating disorder and carers in Australia to effective treatment and support.
* Ensure that everyone in the Butterfly team feels recognised for their skills and experience, is fully engaged, and supported in making their contributions and that the organisation is providing opportunities for professional growth and development.
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Butterfly acknowledges Aboriginal and Torres Strait Islander people as Australia’s first people and traditional custodians.

Butterfly is committed to embracing diversity and welcomes all people irrespective of body shape and size, ethnicity, faith, age, sexual orientation, and gender identity. More information about our commitment to reconciliation, diversity and inclusion is available here: <https://butterfly.org.au/who-we-are/reconciliation-inclusion/>.