**ROLE PURPOSE:** Operations Coordinator

**Our Vision**
We see a world in which no person is needlessly blind or vision impaired.

**Our Purpose**
We are determined to deliver Fred Hollows’ vision of preventing blindness and restoring sight.

We work around the world so that no one is left behind, and in Australia we work tirelessly to ensure that Aboriginal and Torres Strait Islander people can always exercise their right to sight and good health.

Our priority is to work with communities to improve their own eye health. We do this through life-changing surgeries and treatments, training doctors and health workers, generating new ideas, and pushing for change at all levels – from local to global.

How we value your contribution:

**Remuneration package**
We aim to provide an overall remuneration package that is attractive and fair. Our global remuneration framework ensures we align to local pay, employment conditions and laws, and we benchmark against the local market to ensure we offer competitive employment conditions that are appropriate to our sector.

**13th month payment**
As a permanent employee, you will receive a payment equivalent to one month’s salary each year (pro-rata for those working part of the year).

**Leave**
You will have access to annual leave each year (pro-rated for part-time employees) in line with local regulations. You will also have access to other leave such as personal (sick or carers’) leave, maternity leave, paternity leave and compassionate leave.

**Performance & development**
Our performance and development framework enables you to work closely with your manager to plan, manage, and review your performance throughout the year. This approach also enables you to discuss development opportunities and areas for growth.

**Learning & development**
Our approach to learning and development will enable you to have the information, skills and knowledge needed to do your job. We build the capacity of our people and support you with on-the-job experience, coaching and formal learning.

**Leadership**
Leadership is a key priority for us. We have customized leadership programs for leaders at all levels that are focused on supporting our people to be inspired, empowered and to make an impact in their work so that together we can achieve our vision.

**Study support**
We are proud that so many of our people are tertiary educated and we are committed to supporting tertiary education that is relevant to your work through our global study assistance program. Relevant applications for study support are considered annually, providing financial assistance and study days.

**Recognition**
Our recognition program has been designed to recognize and acknowledge our people who live our values of Integrity, Collaboration, Empowerment and Action, in everyday activities. We recognize our people in three ways: Peer-to-peer, manager recognition, as well as length of service.

**Flexible work arrangement**
You will have access to flexible work arrangements. We encourage a spirit of mutual flexibility, enabling discussions between you and your manager about maintaining work-life balance.

**Equal Opportunity, Anti-Discrimination and Reasonable Accommodation for Persons with a Disability**
We provide equal opportunity in employment to people without discrimination based on personal characteristics, which includes: age, breastfeeding, disability, employment activity, gender identity, marital status, physical features, pregnancy, race etc. Reasonable accommodation can be made to allow persons with disabilities to work safely and productively.

**Health & safety**
We are committed to supporting your health, safety and wellbeing. If required, you and your family will have access to free external, professional and confidential counselling assistance if you need help with personal, family or employment related matters.

To work in the Foundation you will:

- Be eligible to work in Laos and other regions where you will be based
- Undergo background check including criminal records and qualifications check
- Undergo working with children check for positions which are identified as working with children.

Role purpose defines the broad accountabilities of the positions, which may change based on organisational need.

Please refer to divisional, team and individual work plans for more specific details.
### ROLE PURPOSE

**Role Title:** Operations Coordinator  
**Division:** Global Programs  
**Location:** Vientiane, Laos  
**Date:** January 2022

**Employment type:** Full time/ Fixed term  
**Reports to:** Country Manager  
**Number of direct reports:** 0  
**Leadership Band:** Lead Self

### Purpose of the role:

The **Operations Coordinator** is accountable for general office and financial administration functions of the country office. The position is the coordination point between the global business operations team, the Hub technical support team and the local country team. It is also the first point of contact for internal and external guests and visitors to the office.

The **Operations Coordinator** will own the outcomes of:

1. **Office Management:** oversee the efficient running of the country office including (but not limited to): fire and health and safety compliance, collection of the mail, management of meeting rooms and AV gear, kitchen rosters, purchase and restock office supplies including first aid kit, IT equipment, stationery, furnishings etc. Act as liaison with global Business Services team for local office requirements and manage local service providers including landlord, cleaners, internet, utilities, security services etc. Provide induction for new staff on local office requirements including being the liaison to ensure all business operations requirements are fulfilled such as the procurement and set-up of computer and helps in ensuring that all business operations requirements are fulfilled. Act as the first aid officer for the country team.

2. **Travel & Security Coordination:** meet guests and visitors on arrival, provide security briefing and ensure security manual remains up-to-date. Coordinate logistics, travel and accommodation for country team, visitors and meetings including, but not limited to, visas, medical and other travel documents for travellers leaving or entering the country. Ensure incident reports are completed and submitted in a timely manner. Manage vehicles, leases and repairs, car hire and drivers as required.

3. **Administrative Support:** Oversee the efficient running of the country office including (but not limited to) coordination of procurement functions to ensure appropriate suppliers and vendors successfully fulfill the needs of FHF and partners through the provision of goods and services in line with FHF standards of governance. Assist with operational reports and updating of policies in line with FHF standards. Provide administrative support for the local team including the compilation of internal reports such as risk and ensure their timely submission. Liaise with and assist the global IT service desk to fulfill local IT support needs for the office and staff.

4. **Finance Administration:** prepare and process requisitions for the country team in iPOS and work with global finance team to ensure timely payment of invoices, manage petty cash, stamps and attend the bank as required.

5. **Hub Technical Support:** in addition to the general local office and financial administration functions, the Operations Coordinator will also be accountable as a technical Support resource within the Hub providing functional support across other aspects of the hubs and clusters in areas such as ensuring transactional and reporting systems and processes are maintained across the group of clusters and countries in which the role is located.

6. **Maintain good relationships:** with staff, volunteers, visitors and providers to ensure efficient running of the office.

7. **Other tasks as requested by your manager**

### Our Capabilities:

As a member of The Foundation Family you will:

1. Live by the values of The Foundation and support The Foundation’s culture, performance and brand.
2. Adhere to all The Foundation’s policies and procedures.
3. Strengthen the health, safety and well-being of all/look out for the well-being.
4. Lead, collaborate and contribute in all interactions.

### Essential Experience:

- Experience in providing administrative support and managing a small office
- Experience undertaking bookkeeping activities
- Experience working with the Microsoft office suite including Outlook calendar management
- Experience working as part of a team

### Skills:

### Desirable Experience:
- Outstanding organisational and time management skills, and a demonstrated ability to meet diverse and conflicting deadlines in high volume work environment.
- Strong professional personal presentation, with an attitude of service and support. Good attitude towards teamwork and works productively and respectfully in a team.
- Excellent interpersonal, oral and written communication skills and good attention to details.
- Intermediate level skill in the Microsoft Office suite office technology functions such as WiFi, phones and printers.

Qualifications:
Formal qualifications in bookkeeping or equivalent

Travel:
Not Required

The position involves:
This position is recognised as having “Contact with Children” either direct or indirect. This position does not involve “Working with Children” either direct or indirect.

- May have worked in the INGO sector
- Experience using centralised business systems (such as purchasing, book-keeping, project management etc)