

# Team Coordinator



## Job Framework

Job Title	Team Coordinator	Cost Centre	63002
Location	Melbourne, Australia	No of Direct Reports	NA
Reporting to	Executive Officer & Regional Director	Budget Responsibilities (Y/N)	N

### Who we are

Marie Stopes International (MSI) we are pro-choice. We believe that every person has the right to make choices about their own body and future. As one of the world's leading providers of contraception and safe abortion care, we strive to give everyone the means to do so. Across 37 countries, we provide high quality, safe services, and advocate to create enabling environments so every client has access to services when and where they are needed.

MSI is committed to creating an inclusive environment with a workforce which is representative of the communities we serve. We're proud to be an equal opportunities employer and give equal consideration to all qualified applicants without regard to race, ethnicity, religion, gender, gender identity or expression, sexual orientation, national origin, disability, or age. We are committed to promoting equality and safeguarding the welfare of all team members and clients, with a focus on vulnerable groups.

### The Function

MSIA helps MSI country programs to deliver family planning and safe abortion services to our clients. We directly oversee the MSI programs in Cambodia, Papua New Guinea and Timor-Leste, as well as specific projects in other countries. MSIA is responsible for ensuring that our programmes are positioned to deliver results, grow our impact, achieve programmatic and operational excellence, and are committed to implementing best practices at scale, while simultaneously adhering to global programmatic and operational standards and compliance requirements. In addition to programmatic oversight, MSIA raises funds from the Australian and regional governments, foundations, and individuals. Finally, we advocate for improved policy and funding to improve access to and quality of sexual and reproductive health.

### The Role

The Team Coordinator works across all of MSIA's departments to contribute to the smooth running of the Pacific Asia Team, the achievement of annual targets and to ensure compliance to key standards through provision of high-quality support to Melbourne-based team members and our overseas partners.

The Team Coordinator reports to the Executive Officer & Regional Director, but will also directly engage with other members of the senior management team. Functional areas are primarily divided between administration and broader support to the regional team, and support to MSIA's governance and compliance regimes. The Team Coordinator will engage with the regional team, directly with country programs, and with our corporate services provider, Marie Stopes Australia.

### Key Responsibilities

#### Administration and Team Support

- **Systems and process:** Provide overall administrative support across the team, including developing and

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maintaining administrative systems and processes.

- **Office management:** Liaise with our corporate services provider to ensure functional and current office facilities.
- **Procurement:** Manage procurement for office goods and services and maintain vendor relationships with key suppliers. Maintain a current stable of office equipment and technology for the team.
- **Events support:** Provide coordination and logistical support for international and domestic events and functions.
- **Team training:** Track and organise team training and organise feedback sessions for continuous improvement
- **Meetings management:** Initiate, coordinate and document internal team meetings, monthly and quarterly reviews with country programs, and other meetings as required. Manage calendars, set agendas and distribute materials.
- **Information management:** Maintain the Melbourne Support Office MoreTogether pages on the global intranet. Maintain MSIA and Pacific Asia Regional SharePoint pages and filing systems. Liaise with UK and Australian service providers in support of MSIA information and communications technology.
- **Project files:** Support the Programs Team to maintain up to date electronic files in shared drive and on the MSI grants database, as requested.
- **Recruitment and onboarding:** Support the recruitment of new Melbourne or regional team members by drafting and posting job ads, booking interviews and undertaking reference checks. Coordinate the induction process and provide mobilisation support for International Assignees. Support with recruitment, contracting, mobilisation and payment of consultants. Ensure all Board members, new staff, volunteers and contractors complete the appropriate due diligence and code of conduct forms, including maintaining staff registers.
- **Communications:** Facilitate internal communication across the team and within MSI. Share successes and stories from the country programs. Initiate whole of team events and learning opportunities.
- **Fund transfers:** facilitate the transfers of donor funding to country programs as directed by the Finance Team.
- **Security:** Support country programmes on maintaining a current Essential Security Package. Act as the MSIA security focal point.
- **Travel:** Provide support to MSIA and MSI staff in arranging travel. Maintain travel records for team members and ensure staff have appropriate security briefings before departure. Ensure MSIA staff comply with donor travel obligations and MSIA policies and procedures prior to and during field trips.
- **Ad hoc support:** Support the MSIA management team and other team members as required.

## Governance and Compliance

- **MSIA Board:** Coordinate MSIA Board meetings, coordinate and prepare Board papers, minute meetings and track follow-up actions. Liaise with Board Directors as needed to support them in their duties and ensure they receive appropriate induction and training, and ongoing development.
- **DFAT accreditation:** Act as secretary of the Compliance Working Group to ensure MSIA proactively undertakes all necessary action to maintain full accreditation status with DFAT.
- **Corporate governance:** Act as secretary of the Compliance Working Group and work with Regional Financial Accountant to ensure MSIA is meeting all external governance and compliance requirements. Manage team compliance with MSI HR due diligence processes. Maintain MSIA Compliance tracker.
- **ACFID reporting:** Lead on maintenance of processes, reporting and associated record keeping around compliance with the ACFID Code of Conduct and other ACFID reporting requirements.
- **Risk management:** Act as secretary of the Risk Management Working Group to ensure risk management processes and policies are followed, current and remedial actions are tracked.
- **Policies and procedures:** Maintain the policy register, coordinate the revision process of policies due for review and take the lead on updating some policies.
- **MSI compliance:** Support with regional coordination of key internal MSI compliance documentation.

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## Skills and Experience (essential/ desirable)

### Qualifications

- University degree in relevant field.

### Experience

- Experience in administration in a dynamic office environment.
- Experience of converting basic data into useable formats.
- Experience in developing and coordinating organisational processes
- Experience in corporate governance functions desirable
- Experience in the project management cycle desirable

### Skills

- Excellent IT skills, including Advanced Word, Outlook, Excel, PowerPoint, SharePoint.
- Excellent written and oral communication skills.
- Proven attention to detail
- Very strong systems thinking
- Strong planning and coordinating skills.
- Ability to manage and prioritise a fluctuating workload.
- Results orientated.

## Personal Attributes

- Strong customer service orientation
- Able to contribute to the team equally from the office and home working environments
- General interest in international development and/or reproductive health issues
- Pro MSI philosophy of reproductive rights
- Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults
- Pro-choice on abortion

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## MSI Behaviours and Values

### Team Member Behaviours

#### Work as One MSI

- You contribute, use, and share accurate data and evidence to improve understanding, insight and decision-making across MSI, enabling us to maximise our ability to influence others
- You share relevant knowledge, expertise and resources to strengthen teamwork and prevent duplication of effort
- You actively work as part of a team, providing support and flexibility to colleagues, demonstrating fairness, understanding and respect for all people and cultures.

#### Show courage, authenticity and integrity

- You hold yourself accountable for the decisions you make and the behaviours you demonstrate
- You are courageous in challenging others and taking appropriately managed risks.

#### Develop and grow

- You seek feedback to enable greater self-awareness and provide the same to others in a way which inspires them to be even more effective
- You manage your career development including keeping your knowledge and skills up to date.

#### Deliver excellence, always

- You strive to consistently meet and exceed expectations, putting clients at the centre of everything, and implement smarter, more efficient ways of performing your role
- You build and maintain effective long-term working relationships with all stakeholders, and are a true MSI ambassador.

#### Leadership (For Leaders only)

- You inspire individuals and teams, through situational leadership, providing clear direction
- You seek and provide opportunities which motivate team members, helping to develop skills and potential whilst strengthening our talent and succession pipeline
- You are aware of emerging developments in our sector, demonstrating strategic insight about our clients and business and encourage this in your team
- You articulate a vision of the future which inspires and excites others.

### MSI Values

- **Mission driven:** With unwavering commitment, we exist to empower women and men to have children by choice, not chance
- **Client centred:** We are passionate about our clients and dedicate our efforts to delivering agreed objectives to the highest possible quality
- **Accountable:** We are accountable for our actions and take responsibility for everything we do to ensure long-term sustainability and increased impact
- **Courageous:** We recruit and nurture talented, passionate and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission.

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