



POSITION DESCRIPTION

Operations and Human Resources Coordinator

POSITION TYPE

Part time (0.4 FTE), 6 month contract

REPORTS TO

Chief Executive Officer

LOCATION

Melbourne, Australia

SALARY RANGE

\$55,000-\$60,000 FTE (inclusive of super) - pro rata

KEY WORKING RELATIONSHIPS

- External CFO and Bookkeeper
- People Managers

The Operations and Human Resources Coordinator is a flexible, part-time role that is responsible for the efficient and effective administration of ygap's operations, systems and processes.

As the sole operations employee, the role primarily involves completing and coordinating day-to-day operations, basic finance and HR tasks. As the Operations and Human Resources Coordinator you work closely with multiple integral internal and external stakeholders, namely:

- the CEO to assist them with key organisational activities
- ygap's external finance team (bookkeeper, Virtual CFO, auditors) to assist them with financial processes and information
- people managers to assist them with HR-related activities as per existing processes
- all ygap staff as the primary point of contact for operational-related questions.

ABOUT YGAP

ygap is an international organisation that creates positive change by making entrepreneurship more inclusive.

We believe that business can be a force for good, and that entrepreneurship is key to solving the most challenging social and environmental problems facing our world today. But for this to happen, the world's diversity must be represented in creating these solutions and the systems that enable them to succeed.

ygap exists to increase the capacity and agency of entrepreneurs to run successful businesses, and reduce the barriers that inhibit access and inclusion within the entrepreneurial ecosystem.

Since 2008, we have run 65 programs that have supported 626 ventures working to make change in their communities. We have offices led by local teams in Africa, South Asia, the Pacific Islands and Australia.

OUR RECRUITMENT GUIDING PRINCIPLES

We have three guiding principles by which we approach our hiring process:

- We embrace flexible work arrangements, built on trust and respect.
- We encourage applicants from all cultures, ethnicities and backgrounds.
- ygap is committed to cultivating and preserving a culture of equity, diversity and inclusion across the organisation and all of our operations. We welcome all people to be unapologetically themselves. It is the collective sum of our individual differences, beliefs, experiences, self-expression and talent that enables us to live out our purpose which is to advance global equity through inclusive entrepreneurship. To truly achieve this, we need a community that is representative of the people we serve; the people of the world.

OUR VALUES

We challenge barriers to equality

Inequality isn't accidental; it exists as a result of systems that support the success of some people over others. We strive to bring down those barriers that exist in the entrepreneurial space, and reimagine a system that is accessible and inclusive for all.

We back local change

Our work is fully informed by the people we seek to serve, with the understanding they are best placed to find solutions to the problems they face. Our work is always led by the knowledge of our expert local teams and the needs of the communities they work with.

We collaborate to achieve shared value

We are outcomes-led and actively seek out partners and funders who share our vision of an equitable and sustainable world, and who trust our team and the quality of our work to find the right solutions.

We choose courage over comfort

We actively champion gender, diversity, inclusion and sustainability in every aspect of what we do - from the internal processes of our team, board and organisational structure, to the external operations of our body of work.

We boldly pursue change

We're a collaborative and cohesive global team who are passionate about our work. We commit to being courageous in challenging what's not working, bold in offering solutions for what might, acknowledging of our own privilege, honest when we get things wrong, and proactive in learning and growing with an open mind.

KEY COMPETENCIES

Essential

- Minimum one year of professional experience
- Business administration, project coordination and/or operations experience
- Outstanding organisational skills
- Highly proficient in workplace business tools such as Google Workplace and project management software.
- Excellent verbal and written communication skills
- Ability to develop trust and manage relationships with multiple diverse stakeholders
- Able to maintain flexibility in times of uncertainty and open to adapting as required to achieve desired outcomes
- Ability to demonstrate high integrity when dealing with sensitive/confidential information

Desirable

- Understanding of and experience in international development/social impact
- Experience working in multi-cultural and geographically dispersed teams

KEY SKILLS AND ATTRIBUTES

- **Professional and trustworthy** - Sensitive to the confidentiality of HR and finance-related information and acts professionally at all times in the best interest of ygap and all its employees;
- **Detail-oriented** – Understands the importance of essential smaller parts to contribute to larger outcomes and commits to delivering on both large and small in equal measure;
- **Flexible and creative** – Adjusts to the context, able to troubleshoot, problem solve and adapt in a high-paced and at time fluid environment;
- **Proactive and responsible** – Takes initiative and ownership from beginning to end and meets or

exceeds expectations.

- **Collaborative and empathetic** – Works well alongside team members and understands the competing priorities and needs of various stakeholders.
- **Curious and thoughtful** – Seeks clarification and insights and thoughtfully considers all angles, context and relevant information in determining a course of action.

KEY RESPONSIBILITIES

General Operations - 40%

- Manage ygap's systems and tools as the main administrator, including Google Workspace
- Ensure relevant ygap governance records and reporting is maintained and accurate including with the ACNC, ABR and ATO.
- Assist the CEO with running ygap's operational strategy management framework through team communication, calendar management and data collection (updating KPI tracking and Organisational Balanced Scorecard).
- Maintain and improve documentation and visibility of processes, policies and templates.
- Manage the Melbourne office through liaising with coworking space host as needed
- Act as a point of contact for the ygap team for questions on operations, HR, finance, IT, systems and tools.
- Work with Lead Team to provide hardware and software to new staff as required
- Ad hoc tasks as required to support the Leadership Team and the Board in reporting and communications

Human Resources - 30%

- Assisting people managers with recruitment, offboarding and onboarding using existing processes and tools

- Assisting the CEO with the annual salary review through researching salary data, team communication and calendar management
- Administration and tracking of ygap's performance review process
- Managing team culture initiatives including coordinating the facilitation of monthly global calls, employee engagement surveys etc

Finance - 30%

- Assist the external bookkeeper with regular financial processes such as payroll, superannuation, credit card reconciliation, invoice payments etc.
- Coordinate annual financial and governance tasks, namely insurance renewal, workcover and Polished Man campaign tax receipts
- Coordinate yearly audit with ygap's auditors by acting as the main point of contact, compiling relevant information and referring accounting questions to ygap's virtual CFO
- Assist the CEO and Virtual CFO with annual budget setting and quarterly budget tracking meetings with budget managers through team communication and calendar management.

TIME COMMITMENT AND TRAVEL

Due to the global nature of the team and partners, there is an expectation that meetings and events will periodically fall outside of 'traditional' business hours. There may also be some travel required intermittently throughout the year for periods of up to two weeks.

The Operations & HR Coordinator will be a 0.4 FTE part time role based in Melbourne, Australia with flexible work from home options available.

APPLICATION PROCESS

Please submit a cover letter addressing "Key Selection Criteria" together with a current CV to Sean O'Hara at sean.ohara@ygap.org. Please include in the subject line of the email "Operations & HR Coordinator - Application"

Applications will be processed and candidates interviewed as applications are received and we encourage you to apply early.