

**Redfern Legal Centre
Job Description**

Operations and IT Support Officer

Accountability	Chief Executive Officer
Supervision	Chief Operations Officer
Scope	This document provides the broad parameters of the position and should be read in conjunction with the Annual Work Plan

Preamble

Redfern Legal Centre promotes social justice through:

- providing free legal advice, legal services and education to vulnerable people in New South Wales, and to groups who advocate for them
- participating in activities which reduce inequalities and defects in laws, the legal system, and administrative and social practices that impact on vulnerable people.

Statement of Shared Philosophy and Values

To achieve its purpose, Redfern Legal Centre:

- is committed to reducing social inequities and systemic barriers to people enforcing their rights
- works with clients so they can assert their rights
- focuses on preventative measures
- seeks new and better ways of providing legal services to its clients
- is flexible in its service so that it remains responsive to changing community needs
- involves the community in its service operation and development
- strives to be non-discriminatory in its service delivery
- advocates for the public interest through issues which affect the wider community or significant sections of the community
- maintains its political independence
- uses its resources efficiently and effectively
- seeks excellence in its operation and accountability to its community and funders

Common staff responsibilities

RLC believes that all members of staff should contribute to the administration and development of the organisation. Along with all other staff, the worker may be required to:

- undertake the carriage and conduct of the work of other staff during periods of leave;
- provide regular reports to management and staff meetings;
- assist with the general day to day administration of the Centre as required;
- attend and participate in team and staff meetings, policy and staff days;
- assist in the preparation of submissions and reports to funding bodies, as required, including the maintenance of statistics;
- liaise and network with other professionals in the area;
- attend RLC hosted functions out of hours such as volunteer or fundraising events;

- carry out such other duties as may be reasonably required by the Management of Redfern Legal Centre.

Specific position duties

The primary role of the Operations and IT Support Officer is to assist the Chief Operations Officer in the efficient management of the operational aspects of the legal centre. This includes office organisational planning, premises management and maintenance of equipment and their use.

Office and premises management

- Liaise with the relevant property managers in relation to repairs and other building related issues for the two offices
- Organise for contractors to undertake work including cleaners, rubbish removal and maintenance of other equipment such as photocopiers and printers
- Purchase furniture and office equipment as required
- Assist the COO to implement the decisions of the Work Health and Safety committee.

IT and file management systems management

- Day to day management of the organisation's IT, telecommunication and computer systems, software and equipment including
 - recommendations for purchases
 - setting up new equipment and accounts
 - providing access to printers, internet, email, shared drives and remote access
 - troubleshooting IT issues experienced by staff
 - assisting staff to use IT systems
 - keeping IT maintenance records
- Monitor IT support needs and liaise with external IT and telecommunications consultants as needed
- Provide orientation, ongoing support and training to all staff regarding IT functions
- Develop and provide instructional documentation for new and current IT systems, including a Standard Operating Procedures Manual
- Assist the communications manager to post social media and website updates using a content management system (CMS) as requested
- Assist the responsible staff to send media releases, e-bulletins and other organisation announcements and updates using Campaign Monitor as requested
- Assist to design and maintain cloud based systems for RLCs internal online communication and file management systems using the Microsoft 365 platform including onboarding of staff
- Plan and oversee IT and communication systems improvements including database and communication systems for volunteers, stakeholders, events and fundraising
- Assist in future website structure planning.

Other

- Assist to organise and participate in other promotional activities, events and functions.

Review

The job description will not be varied without first being discussed with the worker, who may request and shall be granted a review of their job description at any time.