

POSITION DESCRIPTION

Community and Operations Coordinator



POSITION DETAILS

Position Title	Community and Operations Coordinator
Classification	HEW Level 6
Position Number	7011595
School/Office	Whitlam Institute
Division	Faculty of Social Science, Arts, Business, Education and Law (SABEL)

POSITION PURPOSE

The *Community and Operations Coordinator* provides effective and efficient administrative support to the Whitlam Institute, covering a broad range of administrative support functions in a high-volume work area, which requires on-site work Monday to Friday and occasionally with flexible working arrangements on Saturdays to support Open Days.

The *Community and Operations Coordinator* leads the operations of the Visitor Centre and front-of-house services, overseeing the Volunteers group who support exhibition activities and deliver heritage tours of the Female Orphan School. The role also has responsibility for the presentation, maintenance, and operational readiness of Whitlam Prime Ministerial Home and its surrounds at Cabramatta. This includes coordination of cleaning, repairs, and grounds services; preparing the house for visits, tours, and official events; managing room set-up, guest amenities, and merchandise stock; ensuring the property is maintained to the highest standard of heritage presentation and safety.

The *Community and Operations Coordinator* supports the Whitlam Institute Manager in the efficient operation of the Institute by ensuring the provision of high-level administrative processes and support across the Whitlam Institute. The *Community and Operations Coordinator* is the subject matter expert on administration processes.

KEY ACCOUNTABILITIES

1. **Operational & Community Management**
 - a. **Visitors Centre – Female Orphan School (FOS) and Heritage Tours**
 - Coordinate high quality community management, engagement and support to

- Female Orphan School members and stakeholders, both online and offline.
- Coordinate the Visitor Centre operations including stock monitoring, updating and regular stock-taking in cooperation with the Visitor Services Officer/s
- Liaise with tour groups, schools, and community organisations to coordinate bookings, accessibility, and tailored experiences and promote heritage tours.

b. Whitlam Prime Ministerial Home Custodian

- Oversee the presentation, upkeep, and operational readiness of the Whitlam Prime Ministerial Home and its surrounds, ensuring high standards of hospitality, safety, and heritage care. Coordinate cleaning, maintenance, and grounds services with University Operations. Assist with logistics for catering, audio-visual requirements, and supplier access.
- Prepare the house for visits, events, and official functions, managing décor, amenities, and post-event resets. Supervise visitor access during tours and open days, providing a welcoming and secure environment. Maintain records, stock, and merchandise displays, ensuring presentation standards reflect the prestige of the Whitlam Prime Ministerial Home.

c. Heritage Site Care and Presentation

- Conduct regular inspections of public areas, ensuring spaces are clean, safe, and visitor-ready
- Coordinate with the University Operations team and heritage consultants on conservation, maintenance, and environmental controls (e.g. lighting, temperature, pest control).

2. Financial Administration

- Undertake financial administration following University policy and ensuring that all expenditure and income is documented, processed and reconciled as required by accounting policy and standards, including: payments requests, PO, invoice payments and maintain donation records.
- Data enter all gifts and donations, ensure correctness of records in Raiser's Edge, prepare gifts acknowledgments and relevant gifts acknowledgement communication; and

3. Other Administration

- Undertake the asset management for the Institute, including the asset returns and monitoring of the resources, including publications
- Maintain visitor logs, tour bookings, and revenue records through established systems (Humanitix, Squarespace, Stripe); monitor feedback and attendance data to improve programming and visitor satisfaction.
- Merchandise stock and POS management
- Ensure appropriate records management compliance through effective filing systems (TRIM) and compliance with relevant Whitlam Institute and University policies.
- Provide operational support with exhibition and gallery launches, to Western Creative team and Curator in the preparation, installation, and visitor experiences within the Margaret Whitlam Galleries.
- Other tasks as may be directed by the Whitlam Institute Manager commensurate with the level of the position.

4. Human Resources Management

- Supervise Visitor Services Officer/s and the Friends of the Female Orphan School and Whitlam Institute Volunteers, providing leadership, guidance and support, maintaining appropriately skilled and engaged Volunteers

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. A relevant qualification and/or equivalent professional administrative training and experience in a large and complex organisation.
2. High level of computer literacy skills, including demonstrated experience in word processing, spread-sheeting, computerised presentations and database management with the ability to access/download data from mainframe systems e.g. Oracle, Raisers Edge (CRM), TEMS.
3. Demonstrated experience in monitoring financial transactions
4. Well-developed interpersonal and oral communication skills, including the ability to develop, establish and maintain collaborative working relationships with a wide variety of stakeholders.
5. Sound written communication skills including the ability to draft routine and non-routine correspondence and demonstrated ability to exercise initiative, discretion and maintain confidentiality at the highest level.
6. Well-developed organisation and planning skills including a proven ability to work in a supervisory capacity, as a team member or independently as required, monitor workflows, prioritise, meet deadlines and multi-task
7. It is a mandatory requirement for any incumbent of this position to have a current NSW employee working with children clearance in accordance with the NSW Child Protection (Working with Children) Act 2012.

KEY RELATIONSHIPS

- **This position reports to:** Institute Manager
- **This position supervises:** Visiting Services Officer/s
- **Key internal relationships:**
 - Institute Manager
 - Director, Whitlam Institute
 - Staff of Whitlam Institute
 - Volunteers
 - Other staff based at the Female Orphan School
 - Library staff managing the Whitlam Prime Ministerial Collection
 - Other Western Sydney University staff, such as the Finance Office, Capital Works, Connect
- **Key external relationships:**
 - Board of the Whitlam Institute
 - Volunteers (Friends of FOS)
 - Members of the general public
 - Supporters of the Whitlam Institute
 - Suppliers and consultants

CHALLENGES

1. The position is a demanding one and requires understanding of customer relationship in meeting the needs and requirements of our supporters, donors, visitors and contacts and flexibility in managing conflicting deadlines and priorities.
2. Managing competing demands and priorities and demonstrating flexibility in completing day to day tasks in a very small team environment, including being prepared to assist across functions and step outside job boundaries at times in the interest of achieving overall institute priorities and common goals.
3. Seeking regular broad direction from the Institute Manager to clarify priorities and resolve capacity issues while responding to requests from different Whitlam Institute staff.
4. The need to provide a backup to the visitor services officer role as needed, including the need to maintain a presence in reception and visitor centre and support opening and closing of the building.
5. Checking issues and challenges with Policy Guidelines governing the Whitlam Institute including those set by the Western Sydney University, as well as ethical boundaries and confidentiality.

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved by: SHRP minor changes

Date: 11/11/25