

Position Requirements

Position Title	Support Officer
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Position Specification

Qualifications/Experience/Knowledge

- Exceptional verbal and written skills with a proven ability to communicate with a diverse range of stakeholders
- Strong organisational skills, including an ability to work proactively on multiple tasks with competing priorities and minimal supervision
- Demonstrated ability to develop and implement new and improved work processes in collaboration with team members
- Experience using Customer Relationship Management (CRM) systems to capture data and record interaction with stakeholders
- Highly developed interpersonal and collaborative skills with proven ability to build relationships through mutual respect and consultation
- Dedication to producing high-quality work
- Current and applied knowledge of the Australian educational environment, including curricula and learning frameworks
- Current and applied knowledge of the Stephanie Alexander Kitchen Garden Program
- Excellent working knowledge of MS Office suite, CRM (Salesforce ideal), ICT devices and general IT skills

Special requirements

- The position is based in Collingwood, Victoria
- A valid Working with Children Check is required
- A current driver's licence is essential

Key Performance Indicators

Key Performance Indicators (KPIs) are specific measures that demonstrate that outcomes in each Key Result Area have been achieved. KPIs will be negotiated with the individual employee and reviewed annually.