

Administration Officer



Role Purpose

This role keeps BZE's administration and donor operations running smoothly. You'll manage shared inboxes and inbound calls, keep our CRM up to date, monitor donations and coordinate grants and acquittals. You'll also drive the fortnightly donor, grant and acquittal trackers check-ins, chasing up action owners so nothing gets missed. The role also includes event logistics support, maintaining procedural manuals, and other administrative duties.

It suits someone highly organised and detail-oriented who takes pride in accurate records and isn't afraid to follow people up to get things done.

This is a 0.8 part-time role with flexibility in hours including working hours that fit within the school day. The position is based in Melbourne.

Key Responsibilities

In-bound communication monitoring

- Daily monitoring of shared email inboxes ensuring action taken when required or assigning action to another team member and following up that action including donations@bze.org.au and info@bze.org.au
- Respond to central BZE phone in-bound calls ensuring action taken when required or assigning action to another team member and following up that action

Customer Relationship Management (CRM) system maintenance

- Ensure HubSpot (our CRM system) records and recipient lists are accurate, complete and current for all donor related information and contacts

Donor tracking and stewardship

- Monitor funds received via all means including bank account, Raisely, Good2Give, GiveNow, PayPal, Benevity and other fundraising platforms
- Work with the CEO and EA to update the central donor pipeline spreadsheet tracker so that it is kept accurate, complete and current
- Work with staff to identify upcoming grant opportunities and input these on the grants spreadsheet tracker ensuring an owner is assigned
- Ensure that submission/acquittal requirements are correctly detailed in a working file for the 'grant owner' and collaborators to access and complete
- When new agreements are signed and funds received, enter the details of acquittals required in the acquittals spreadsheet tracker ensuring an owner is assigned

- Convene fortnightly meetings to go through each of the above three trackers with the CEO, CFO/COO and EA and maintain the action register following up action owners as required
- Arrange for Finance to prepare receipts for donations received and issue them to donors or provide to the EA to issue them to donors on the CEO's behalf
- Compile and send EOFY donation receipts to regular donors
- Maintain all filing and version controls for proposals, acquittals, and grant documentation

Office administration

- General office administration including checking rental invoices
- Maintain the Operations Manual ensuring all key processes are documented and kept up to date
- Responsible for logistics for internal staff events
- Organising travel arrangements for the team
- Be the liaison point between BZE and our outsourced IT provider
- Provide event logistic support including events for donors and the Board
- Provide administrative support to enable HubSpot and Raisely communications
- Other administrative duties as required including maintaining the asset register, receipt reconciliations, incoming and outgoing mail/couriers,

Key Selection Criteria

Experience:

- 2-plus years' experience in an administrative or executive support role, ideally within the not-for-profit sector
- Diploma or higher qualification in business administration, or a related field, or equivalent experience

Skills and technical expertise:

- Demonstrated experience managing CRM or database systems with a high degree of accuracy — including capturing, maintaining and reporting on prospect and donor data (HubSpot experience an advantage)
- Highly conscientious with strong attention to detail and a track record of following tasks through to completion, including holding others accountable for their outstanding actions
- Strong organisational skills with the ability to build and maintain trackers, workflows and filing systems that others can rely on
- Strong prioritisation skills with the ability to manage multiple concurrent workstreams, meet competing deadlines and escalate issues early when needed
- Confident and diplomatic in following up with senior stakeholders (including executives) to keep actions, deadlines and trackers on track.
- Proactive, solutions-focused approach, able to anticipate what is needed and manage up effectively
- Self-motivated and energised by impact, with the ability to work autonomously as well as contribute as an effective team member
- Demonstrated ability to draft professional correspondence including donor thank-yous
- Ability to manage sensitive donor and financial information with sound judgment and a high degree of confidentiality

Personal Attributes:

- Confident communicator who can tactfully but persistently chase up colleagues and senior leaders
- Commitment to Beyond Zero Emissions' vision and purpose together with an understanding of, or interest in, climate action and Australia's transition towards zero-emissions
- Enthusiasm for BZE's approach - ambitious research, influential engagement, compelling communications
- A team player with a can-do attitude who is always willing to pitch in, with an ability to represent Beyond Zero Emissions positively when working with a wide range of people

Our values

- **Courage and conviction:** We are bold and innovative and have the courage to propose the climate actions needed to address the serious crisis humanity faces.
- **Independence:** Our research is factual, independent and free from political and corporate influence.
- **Honesty and openness:** We are accountable and open in our communication.
- **Respect:** We respect and value a diversity of opinion and viewpoints.
- **Collaboration:** We work with many people and organisations throughout the community towards our common goal.
- **Sustaining our people:** We are resilient and passionate and recognise the importance of people's well being. We celebrate our successes, and continue to learn together.

Our benefits

- An exciting and supportive work environment to help bring out your best. You'll be joining a focused and friendly team who celebrate each other's achievements.
- Thorough onboarding and ongoing training
- Genuine flexible work arrangements to help balance your work and life.
- Enjoy five weeks of paid annual leave, including extended office closure over the end of year public holiday cluster.
- Three days of paid Professional Development Leave each year, and two days of paid Volunteer Leave per year, including support to find an opportunity that suits your interests and builds your understanding of volunteering.
- Free and confidential Employee Assistance Program to support wellbeing.

To apply

Applications should be submitted via the [BZE website](#) and Include:

1. Your current CV
2. A cover letter demonstrating your interest in the role and BZE

Applications will be reviewed as submitted.

Beyond Zero Emissions is committed to creating a diverse and inclusive workplace and encourage applicants from all backgrounds, including Indigenous and Torres Strait Islander people, LGBTQIA+ individuals, people from diverse cultural and linguistic backgrounds, and people living with disability.