Network Engagement and Support Coordinator (Part time)

Good Things Foundation Ltd (Good Things Australia)
POSITION DESCRIPTION

Job title	Network Engagement and Support Coordinator (Part time)
Reports to	Manager Network Engagement and Support
Location	Hybrid - work from Sydney office and home
Position Type	Part time, 3 month fixed term contract
Reviewed	June 2025
Benefits	Good Things Australia have a variety of benefits available to our employees including: ● Salary packaging - Additional $15,900 tax free component ● Additional 3 days paid leave between Christmas and New Year ● Generous annual learning and development budget ● Hybrid flexible working arrangements with a combination of work from home and collaboration time in the office ● Employee Assistance Program (6 sessions per employee and their family members) ● Access to contemporary co-working space at the Hub, Hyde Park ● A diverse and inclusive workplace, where different cultures are celebrated and reflected upon

| Position Purpose | The Network Engagement and Support Coordinator (Part time) will work as part of a team providing a crucial link between Good Things Australia and its community network partners and learners. This role is being offered on a 3 month contract, for 3 days per week with a preference for working days to be Tues, Weds and Thurs.

The role will provide the first line of response for our helpline to ensure queries are responded to effectively. This role will be responsible for building and maintaining strong customer relationships, ensuring a positive customer experience, and driving high network loyalty and retention through proactive communication, problem-solving and engagement.

Using Salesforce Not For Profit Experience Cloud, you will assist with answering any helpline calls, voicemails, emails and updating database information. You will make outbound engagement calls to our network partners as part of campaigns designed to help them apply for grants, make improvements in their programs and/or make them aware of our resources and support available to them. Building and supporting strong relationships between Good Things Australia and its community network is key in this role. You will conduct information webinars, and engage with community network partners online and in person to build strong relationships.

Alongside this, you will undertake administrative tasks for programs and projects as required to support our team and our work with network partners and learners. |
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Good Things
Australia

Organisation	Good Things Australia are future-focused digital inclusion leaders, advocating, partnering, educating and innovating to ensure no one is left behind in the digital world. We develop and deliver a range of innovative digital inclusion programs to support those most in need, including people over 50 years of age, people with intellectual disability, migrant and refugee women, First Nations peoples, people with chronic health conditions, carers and low income families.
	We partner and collaborate with other social impact organisations, industry and government to provide holistic, sustainable and impactful digital inclusion programs and to advocate to close the digital divide. Good Things Australia is part of the Good Things Foundation Group, delivering digital inclusion programs in Australia since 2017 and in the UK for over 15 years.
	Visit www.goodthingsaustralia.org.au for more information.

Key objectives and accountabilities	
Interpersonal and communication skills	● Interpersonal skills: Ability to build rapport and trust with individuals from diverse backgrounds ● Cultural Sensitivity: Understanding and respecting cultural differences in communication and working styles ● Communication Proficiency: Clear and effective communication across language barriers, including active listening and adapting messaging ● Support and Empowerment: Enabling individuals to perform at their best by providing necessary

	resources, guidance, and encouragement ● Problem-Solving: Identifying challenges, collaborating to find solutions, and implementing them effectively ● Technical Support: Providing effective and timely technical support and troubleshooting assistance to a large network of users ● Online Engagement: Ability to develop and deliver engaging online webinars and presentations to connect with and support a large network
Customer Service Operation	● Help the team provide a first-level response to helpline calls and emails to a high professional standard between the hours of 9 am to 5 pm, Monday to Friday ● Update customer records in CRM (Salesforce experience highly regarded) ● Answering and recording customer enquiries/issues, to resolve simple issues as they arise, and escalating others appropriately ● Conduct follow-up or escalation of helpline calls and emails using protocols and Salesforce CRM ● Recording and maintaining customer interactions on the CRM to a high standard ● Communicate and follow up with relevant team members, as required ● Listening and responding to voicemails ● Assist in updating, maintaining and expanding resources and databases ● Provide general relevant administrative support, as required, which might include basic data entry or preparation of simple documents (e.g. agenda for team meetings) ● Participate in regular meetings such as staff and team meetings ● Build and maintain a strong working relationship with other teams, particularly with responsibility for engagement with network partners/learners

	• Providing general support to network members or learners experiencing issues with our website or the Be Connected portal
Network engagement	• Induction call to welcome new organisations into the network • Assist the network with any technology issues via support appointments • Act as key support contact for groups of network partners • Build relationships with the network • Collaborate, share information and understand challenges, risks and opportunities to achieve joint objectives and incorporate feedback for continuous improvement • Support the network to report data and complete data requirements • Conduct informational and engagement webinars to build relationships • Attend events with the network or other partners, when required • Support with network online engagement activities • Monitor and support the collection of data on network, implementation and outcome measures • Exercise creative freedom to explore innovative methods for maintaining member engagement

Person specification

Good Things Australia

Essential knowledge and skills	• Good understanding of basic technology in a business environment • Experience with Google Suite (desirable), Microsoft products and other business systems • Proficient in Salesforce Not For Profit Experience Cloud or other CRM database experience (preferred) • Excellent customer service and problem-solving skills • Good vocabulary and attention to detail, including grammar and spelling for recording and responding to emails • Good organisational and prioritisation skills • Active listening and empathy • Relationship-building with stakeholders and network partners • Ability to engage and support diverse communities • Being a reliable and proactive team member
Desirable knowledge and skills	• Knowledge of digital education tools and resources • Knowledge of digital inclusion and its impacts in Australia • Experience supporting digital skills learning • Experience working with or in the community sector
Good Things Australia behaviours	Commitment to ongoing growth and development and aligned to our behaviours: • Positive • Creative • People Focused • Curious • Collaborative

Personal qualities	● Collaborative, flexible, adaptable and resilient ● Demonstrable commitment to equality, diversity and inclusion ● Demonstrable commitment to using technology, data and insights to monitor progress and improve ● Compliance with our organisational Safeguarding Policies and Procedures ● Satisfactorily meet pre-employment checks
Education and qualifications	● Tertiary qualifications in community or social sciences, or related fields (desirable)

To apply, please submit a copy of your resume along with a cover letter (no more than 2 pages) addressing Key Objectives and Accountabilities and detailing your relevant skills and experience.