



**FAIRTRADE**  
AUSTRALIA  
NEW ZEALAND

## POSITION DESCRIPTION

<b>TITLE</b>	Operations Support
<b>RESPONSIBLE TO</b>	Chief Operating Officer
<b>DURATION</b>	Ongoing
<b>HOURS</b>	5 days a week / 38 hours or as agreed
<b>LOCATION</b>	Melbourne, Australia

## THE ORGANISATION

Fairtrade Australia and New Zealand (FANZ) is a dynamic and enterprising poverty alleviation and development organization which for 3 decades has been working to make trade fair. The Fairtrade global trading system is engineered for inclusive growth outcomes to enable all farmers and workers to have sustainable livelihoods, thus the freedom to decide their own futures. We are best known as the independent, not-for-profit body behind the Fairtrade Mark, which is the most recognized & trusted ethical label in the world.

Fairtrade ANZ is governed by a Board of Directors and is a member of Fairtrade International, a global network of producers and workers in 75 countries who are half owners & Fairtrade products are sold in 125 countries. Transforming trade to create a fair future with social justice and respect for the dignity of every person is at the core of Fairtrade's approach. That starts with paying fair prices and pushing for decent livelihoods for all farmers and workers and working systemically to ensure that supply chains are sustainable and transparent.

The global Fairtrade network includes farmer and worker cooperatives in Africa, Asia-Pacific and Latin America/Caribbean. As co-owners of the global Fairtrade system, worth over \$15 million USD in annual retail sales of 11,000 products; small producers occupy half the global board and General Assembly where all critical strategic, financial and risk decisions are taken. In Fairtrade, small producers and workers not only own the coffee or cotton they produce – but they own the only globally scaled comprehensive trading system engineered to make trade fair for everyone.

We are a global system that supports companies to act faster and transparently, farmers and workers to benefit more, and consumers to act directly to support producers to create a fair & sustainable future.

In 2021, Fairtrade International and Fairtrade ANZ embarked on an ambitious new five-year strategy to empower consumers and businesses to choose fair.

### Fairtrade Australia & New Zealand

Head Office  
Level 3, 33 Lincoln Square South | Carlton | VIC 3053 |  
Australia

**Email** [info@fairtrade.com.au](mailto:info@fairtrade.com.au)

**Web** [www.fairtradeanz.org](http://www.fairtradeanz.org)

ABN 98 114 571 881

### New Zealand Office

84c Hurstmere Road | Takapuna | Auckland 0740 | New Zealand  
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## THE OPPORTUNITY

The Operations Support will provide assistance to the Operations team of Fairtrade ANZ and general administration tasks as required. The role is fast paced, varied and requires exceptionally strong attention to detail; ensuring that the business runs smoothly, effectively and professionally. The role is crucial to the effectiveness of the Fairtrade ANZ team.

### Key Tasks and Responsibilities

- Assisting the COO & wider team with operational issues.
- Providing excellent customer service and maintaining relationships with stakeholders.
- Assisting with recruitment and onboarding processes.
- Screening and redirecting emails into organisation's general mailbox
- Administration of business platforms, service providers & contractors management
- Ordering Business cards, stationery; and organising supplies for AU office pantry per team needs
- Coordination with office landlords, co-tenants & external stakeholders
- Develop and maintain an efficient, well run and professional office environment
- Coordinate meetings by organising room bookings, equipment setup, refreshments, collating meeting agendas, minute taking and actions follow-ups.
- Assist in reconciliation, tracking payments, preparing of invoices, credit cards and monitor discrepancies.
- Support Operations office with management of e-filing system that is easily accessible
- Handling confidential and sensitive information
- Proficient writing skills, developing presentations, drafting reports & correspondence
- Providing other support to management as required

### Skills requirements:

#### *Technical Knowledge and Experience*

- High level of computer literacy and administrative skills with exceptional attention to detail.
- Advanced Ms Outlook, Share point and MS Office skills

#### *Professional Skills*

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- Strong organisational skills
- Excellent written and oral communication skills
- Ability to balance competing deadlines and deliver operational requirements within deadlines
- Strong work ethic, can do, flexible attitude and ability to work as part of a team
- Strong sense of accountability for all work produced.

#### *Personal Attributes*

- A strong commitment to trade justice
- Ability to work autonomously and as a member of a team, in both face to face and virtual environments
- Ability to use initiative and provide solutions where applicable
- Enthusiasm, flexibility, adaptability and willingness to take on a wide range of tasks

***Fairtrade ANZ is committed to equal employment opportunity and embraces diversity and inclusion within its workforce. As such, people from diverse backgrounds are encouraged to apply. This includes, but is not limited to Aboriginal and Torres Strait Islander People, People with Disability, Women and People from Culturally and Linguistically Diverse backgrounds.***

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