

<b>Position Title:</b>	<b>Project Coordinator - Sales and Product</b>
<b>Division:</b>	Sales and Product
<b>Reporting To:</b>	Daniella Herrera
<b>Direct Reports:</b>	Nil

### ABOUT NORTHCOTT:

#### Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW and the ACT. We have almost 90 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ over 2,000 staff and provide empowering, personalised services to more than 14,000 people with disability, their families and carers each year.

#### What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

Northcott's diverse range of service offerings and strong community partnerships gives customers easy access to the supports they need or want through a single gateway from our many locations.

#### What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers, they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

### KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

The NDIA customer funding market is rapidly evolving, with existing providers positioning themselves to maximise existing opportunities, and to take advantage of new opportunities. The objective of the Sales and Product Support team is to ensure that Northcott becomes customer centric, and connects with its market in new and

novel ways for this industry, which might be considered standard practice for like industries. Northcott has identified a standard customer journey, made up of five major phases.

### KEY OBJECTIVE OF THE POSITION:

The Project Coordinator supports the Sales and product Manager in day-to-day coordination of projects along with project administration support under the direction of the Project Lead.

This role is committed to the project, planning and reporting back on current status. Highly focused on establishing strong networks to influence project outcomes and contribute to product developments and essential documentation.

Ability to coordinate and co-facilitate design and research workshops along side the Sales and Product manager in order to apply a customer centric approach to Northcott Product developments.

### PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

*(List skills and knowledge required for this position. Include technical, operational and procedural knowledge, as well as any required management and communication capabilities)*

1. Resilient, open minded, and able to maintain a high level of professionalism in a fast-paced dynamic environment.
2. Customer centric and outcomes focused.
3. Flexibility, time-management and the ability to respond to competing priorities.
4. Willing to be hands-on and is self-motivated.
5. Able to organise and support the running of workshops and sessions, including following up on actions items if appropriate.
6. Excellent organisational and communication skills.
7. A "people's person" eager to take others on the journey and build positively on others ideas.
8. Strong facilitation skills to keep meetings engaging and on track.

### ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

*(List any essential qualifications and experience required for the position)*

- Relevant tertiary qualification in administration services and/or relevant experience.
- Experience with developing and delivering individual on the job training and support.
- Proven ability to work with attention to detail and limited supervision.
- Demonstrated organisational skills and ability to manage various tasks and objectives within deadlines.
- Demonstrated analytical and report writing skills.
- Strong written communication skills with the ability to evaluate and develop content if necessary for further improvement.
- Ability to act with a high level of independence, initiative, problem solving, analysis and judgement.
- Experience in achieving consistent business targets, KPI's.
- Computer Literacy (Microsoft suite, Excel and database administration skills).
- In depth knowledge and awareness of disability services or experience working in the disability sector not essential but beneficial.

### DELEGATION LEVEL

(Refer to delegation manual or NIL)

- Nil

### CORE COMPETENCIES OF THE ROLE

#### Customer Focus / External Contact

(This section includes details regarding the details/level of external contact.)

- Proven record liaising with internal and external, direct and indirect customers.
- Willingness to influence team and project members, in order to achieve win-win outcomes.
- Understands the importance of change management and the human aspect of projects.
- Strong organisational skills when coordinating training events and liaising with different suppliers and/or companies

#### Relationship Building

(Peer & External Contact – interpersonal dealings with colleagues within the organisation & contacts outside of the organisation)

- Able to naturally form genuine relationships with peers, customers, external stakeholders, as well as management.
- Support customers and staff to engage in projects and workshops through a customer centric lens.

#### Problem Solving

(Level of thinking required i.e.: fact finding, interpretation, investigation, research & analysis required in the role)

- Ability to work autonomously and make decisions that may influence the best possible outcome of a Project.
- Able to and willing to understand the way the business operates and influence development of solutions through critical thinking and innovative designs.
- Ability to coordinate and co-facilitate research workshops to discover customer and staff needs to enhance business processes and product offerings.

#### Leadership

- Natural leader and influencer. Able to build trust and rapport with peers and customers and when required, push/pull projects over the line whilst balancing competing priorities.
- Role model and a hard worker that is passionate about meeting timelines, organising and motivating self and others.

#### Financial Impact

(Provide details regarding the degree to which there is financial impact, revenue and/or cost management responsibilities of this role)

- Effectively track and report back on project costs and/or risks to project deliverables and deadlines.

#### Time Impact

(Length of time a decision typically impacts the organisation. I.e.: immediate, hourly, daily, monthly, quarterly or longer?)

- Able to make and/or facilitate decisions when required. Able to identify the decision mechanisms.

## Position Description

- Passionate about meeting timelines and achieving project milestones.
- Always operates with a sense of urgency.
- Willing to escalate when road-blocks cannot be overcome.

### DUTIES

The typical duties of this position include:

1. Assist in defining project scope, goals and deliverables.
2. Administrative support in managing projects and project deadlines.
3. Provide project summary and reports to Project Manager as required.
4. Convene meetings and take minutes / actions in a timely manner.
5. Support in developing documents and organising resources to effectively run customer and staff research workshops.
6. Collaborate with Product owners and staff to develop and enhance processes, content and outcomes through a customer centric lens.
7. Develop content and suggest enhancements to products/ services based on research, consultation and best practice within the industry standards.
8. Information management through auditing, research and develop content if necessary.
9. Provide support in order to effectively implement and manage change when necessary to meet project outputs.
10. Contribute to the end of project evaluation and assessment of the project.
11. Liaise with external consultants and coordinate workshops, facility requirements and resources required for the day.
12. Support product and sales team as required with logistics and administration e.g. prepare skill development materials and online resources.
13. Organise showcases and presentations to stakeholders to report on progress.
14. Work autonomously and provide support in order to implement and manage change when necessary to meet project outputs.
15. Work closely in consultation with internal and external stakeholders if necessary.
16. Willingness to travel within Sydney Metro but also regional NSW and interstate when needed.
17. Perform other tasks as requirement by management.

**This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.**

### NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

**Please forward a signed copy to Human Resources.**