

Tasmanian Council of Social Service (TasCOSS)

About Us

Stronger community services, better community outcomes.

TasCOSS is the peak body for Tasmania's community services industry. For more than 60 years, we have worked alongside our members, government, communities and partners to strengthen the community services industry and improve outcomes for Tasmanians.

Our strategic vision is simple: **A thriving Tasmania, supported by a strong community services industry.**

We believe a strong, sustainable and innovative community services industry creates healthier communities, strengthens our economy and helps ensure everyone has the opportunity to live a good life.

What we do:

We work with and through our members, with a solutions-driven approach to our work.

We do this by:

- Enabling an effective and valued community services industry;
- Providing timely, trusted advocacy and advice during emergent events; and
- Collaborating and advocating for long-term solutions to eliminate poverty and improve economic and social outcomes for all Tasmanians.

Our approach:

We work towards these goals by building trusted relationships, meaningfully engaging with our stakeholders, building a vibrant and agile team, leveraging evidence and insight, and building a sustainable and diverse revenue stream.

Our culture:

TasCOSS is committed to creating a workplace where people feel valued, supported and empowered to contribute.

Our culture is shaped by our Guiding Principles, which promote:

- Diversity and inclusion;
- Organisational culture;
- Efficient and contemporary practice;
- A healthy workplace;
- A collaborative approach; and
- Quality practice.

These principles guide how we work with each other, our members and our stakeholders every day.

Corporate Services & Operations Coordinator Position Description — July 2026

<i>Location:</i>	Hobart, Tasmania
<i>Award:</i>	Social, Community, Home Care and Disability Services (SCHADS) Industry Award 2010
<i>Salary Package:</i>	Level 5, plus TasCOSS Staff Wages Policy (9%) \$92,062 per annum + 12% superannuation
<i>Conditions:</i>	Permanent part-time, 0.8 FTE (30.4 hours per week)
<i>Responsible to:</i>	Chief Executive Officer

Position Summary:

The Corporate Services & Operations Coordinator is responsible for coordinating the corporate systems, governance and organisational services that enable the effective operation of TasCOSS.

Reporting to the Chief Executive Officer, the role supports organisational governance, human resources (HR), compliance, work health and safety (WHS), information systems and continuous improvement. The position works collaboratively across the organisation to ensure TasCOSS maintains contemporary, efficient and compliant business practices that support delivery of its strategic priorities.

Key Responsibilities:

Governance & Executive Support

- Coordinate governance and administrative support for the Chief Executive Officer, the Leadership Team and the TasCOSS Board, including meetings, records and governance documentation.
- Provides executive support to the Chief Executive Officer, including diary management.
- Maintain effective document management systems and organisational records.
- Support organisational planning, reporting and strategic initiatives.

People, Culture & Organisational Support

- Coordinate HR administration across the employee lifecycle, including recruitment, employment documentation, performance review coordination and staff records.
- Support the maintenance of organisational policies, procedures and workforce information.

Corporate Systems & Digital Services

- Coordinate the administration and continuous improvement of organisational systems, including Microsoft 365 Business suite, SharePoint, Salesforce and other business applications.
- Liaise with external information technology (IT) providers to support reliable, secure and contemporary technology services.
- Promote effective information management, digital capability and the responsible adoption of emerging technologies.

Risk, Compliance & Continuous Improvement

- Coordinate organisational systems relating to WHS, risk management, insurance and legislative compliance.
- Maintain quality improvement systems, organisational registers and compliance schedules.
- Identify opportunities to improve organisational systems, processes and business practices.
- Contribute to organisational compliance and quality reporting.

Organisational Contribution

- Demonstrate the TasCOSS Values in all interactions.
- Contribute to a collaborative, inclusive and culturally safe workplace.
- Participate in supervision, professional development and continuous improvement activities.
- Undertake other duties consistent with the classification and requirements of the role.

Special Conditions

- Some intrastate travel and occasional out-of-hours work may be required.

Competencies:

The Corporate Services & Operations Coordinator is expected to demonstrate the TasCOSS Universal Competencies at SCHADS Industry Award Level 5 by reflecting:

- **Collaborative approach:** Builds productive relationships, communicates effectively, values different perspectives and supports constructive problem-solving.
- **Diverse and inclusive:** Demonstrates inclusive practice, upholds the TasCOSS Values and contributes to a respectful and psychologically safe workplace.
- **Efficient and contemporary:** Coordinates priorities, improves systems and processes and uses technology to deliver effective organisational outcomes.
- **Healthy workplace:** Applies organisational policies and legislative requirements, promotes safe work practices and exercises sound judgement.
- **Quality practices:** Contributes to continuous improvement through evaluation, practical problem-solving and evidence-informed decision-making.
- **Organisational culture:** Builds strong working relationships, actively participates in professional development and contributes positively to a collaborative organisational culture.

Selection Criteria:

Essential

- Demonstrated experience coordinating corporate services, governance or business operations within a complex organisation.
- Knowledge of organisational governance, compliance and business systems, including areas such as HR, WHS, risk management and policy administration.
- Demonstrated commitment to TasCOSS Values and the ability to contribute positively to a collaborative, inclusive and continuously improving workplace.
- Highly developed organisational, communication and problem-solving skills, with the ability to manage competing priorities and drive continuous improvement.

Desirable

- Experience working in the community services or not-for-profit industry.
- Experience using the Microsoft 365 Business suite, SharePoint, Salesforce or similar organisational systems.
- Demonstrated knowledge of contemporary HR practices and the SCHADS Industry Award.

Authorised by:

Paula Wriedt, Chief Executive Officer, TasCOSS
15 July 2026