

## Events & Logistics Officer

### About Teach Well

At age 15, students from low socioeconomic backgrounds are on average almost three years behind their counterparts from high socioeconomic backgrounds. Teach Well's vision is an Australia where every child can reach their full potential. We see a world-leading education system, where our young people thrive through excellent teaching, in every classroom, every year of their schooling. We see a society where all Australians value teaching and learning and recognise the importance and complexity of the craft of teaching.

We work towards this vision by:

- » Providing teachers and school leaders with life-long learning opportunities that are rich, real-world experiences with follow-on support, enabling high-impact practices in every classroom and school.
- » Supporting teachers and leaders to be more confident and able to improve student learning as a result of these opportunities.
- » Empowering deep and broad connections between teachers and school leaders across the system.
- » Providing opportunities for all teachers and leaders to respond to new insights into effective teaching.
- » Bridging the gap from theory and evidence to practice at the classroom and school level.

### Our Values

- » **Students come first.** Our work with teachers and leaders must support all students to learn better.
- » **How teachers teach matters.** We believe this is true both for the way we should work with teachers and leaders and for the students in their classrooms and schools.
- » **What teachers teach matters.** We believe the content and curriculum of what we teach are just as important as how we teach, both for the learning of the teachers and leaders we work with, and for how they approach the learning of their students.
- » **How school leaders lead matters.** School leaders have the unique ability to align the work of teachers and staff to the needs of their students. When school leaders lead differently, teachers can work differently too.
- » **Life-long learning is for all.** We seek to always learn from the teachers and leaders we work with and we believe in empowering all teachers and leaders to continue to adapt, learn and grow throughout their entire career.

## About the Team

Teach Well is a small social enterprise, with a passionate, professional and determined team, where all members have a valuable role to play. Team members work together to identify problems and solve challenges, across issues and topics in a flat organisational structure. The Teach Well team speaks with one voice, modelling the behaviours and mindsets of collaborative expertise.

## About the Position

Over the next five years, Teach Well will scale the Masterclass Series and the other complementary programs to work with 5,000+ teachers and leaders in less advantaged communities nationally, with the goal to improve educational equity and average student outcomes.

Your role as the Events & Logistics Officer is to work in a team to deliver and continuously improve our programs and the complementary learning opportunities that build a strong alumni community and life-long learning opportunities beyond the Masterclass Series. You will also play an important role in ensuring our office runs smoothly and efficiently.

As part of this role, you will work with your colleagues to lead the events and logistics associated with the delivery of the Masterclass Series and other associated programs run by Teach Well. This includes ongoing support, communication and administrative services to ensure participants are informed about the workshops. You will be responsible for all bookings, coordinating the broader Teach Well team and ensuring that all travel and logistics are managed accordingly.

Together with your colleagues, you will look for opportunities to streamline the back-end management and delivery of the Masterclass Series, reducing complexity and improving the ability for participants to achieve increased impact more easily for their students.

In this role, you will interact regularly with venue organisers, external administrators, teachers, school leaders, past participants, and our internal team members. You will be instrumental in supporting our efforts to build a cohesive community that is connected to the greater movement for educational equity. You will often be the first point of contact for bookings, logistics and queries from participants.

Your role will not require you to deliver any course content or coach any participants, rather you will be the enabler for the Teaching Team to focus their efforts on supporting teachers to adopt new practices as part of our programs.

## About You

You work well in a team and have excellent verbal and written communication skills. You will have strong customer service and interpersonal skills and the ability to develop relationships among a broad range of stakeholders. You are highly organised and pay close attention to detail, with good time management and the ability to efficiently run an internal process. You maintain motivation when working independently and enjoy implementing processes systematically. You are interested in using and developing your IT skills and adhering to internal IT systems and processes.

If you are offered the role, you must gain a Nationally Coordinated Criminal History Check and Working with Children Check before being commencing work.

## POSITION DESCRIPTION – Events & Logistics Officer

|                    |                             |                         |           |
|--------------------|-----------------------------|-------------------------|-----------|
| <b>Reports to:</b> | Director, Teach Well        | <b>Employment type:</b> | Full-time |
| <b>Duration:</b>   | 2 year, fixed term contract | <b>Location:</b>        | Perth     |

### Role Purpose

*Under the direction of the Director and Principal Program Lead, the Events & Logistics Officer will provide excellence in operational support to enable the effective delivery of the Masterclass Series and other associated programs run by Teach Well. This includes:*

- » Managing all participant and event bookings as part of the Masterclass Series and other associated programs run by Teach Well.
- » Auditing, ordering and procuring all relevant materials and resources for the programs.
- » Assisting the Programs Officers to provide exceptional customer service assistance to Masterclass participants, school leaders and other stakeholders.
- » Performing administrative duties as needed.
- » Ensuring the smooth running of the day-to-day operations of our Teach Well office.
- » Building new relationships and strengthening current relationships with diverse constituents, contributing to a cohesive community that is connected to the greater movement for education equity and building the Teach Well network.
- » Assisting the delivery and administration of the Masterclass Series and any complementary professional learning opportunities.

The position does not involve the delivery of course content or coaching or mentoring any participants.

### Qualifications and Experience

#### *Essential*

- » A Bachelor's qualification, or successful completion of units from a Bachelor's degree.

#### *Desirable*

- » Customer-service experience
- » Administrative experience
- » Experience with web design, development, and management (WordPress), LMS (Learning Management System) design and management and/or MailChimp
- » Experience developing concepts, graphics and layouts using the Adobe Creative Suite
- » Experience working with video editing software
- » Project management experience

### Skills, Attributes and Knowledge

#### *Essential*

- » Excellent interpersonal skills
- » Excellent written and verbal communication skills

- » Exceptional attention to detail
- » Ability to build relationships with diverse stakeholders
- » Ability to work in a team, completing work at the highest standard and adhering to deadlines by drawing on your exceptional time management and planning skills.
- » Proficiency in Microsoft Word, PowerPoint, and Excel

## Key Accountabilities

### *Events and logistics coordination*

- » Book and liaise with venues and administer all communications relating to event logistics
- » Assist with the planning and delivering of all events as part of the Masterclass Series and other associated programs run by Teach Well
- » Order relevant resources and supplies for each session
- » Pack/prepare and unpack resources for each event
- » Share relevant agendas and resources with participants before and after each session.
- » Liaise with participants by phone, email and webchat to facilitate their participation in courses, including moving between program dates, providing extensions on tasks, following-up to confirm attendance.

### *Run the day-to-day operations of the Teach Well office*

- » Order stationery, consumables, furniture and other office supplies
- » Liaise with suppliers of services (eg. cleaning and printing) and manage to within budget
- » Book transport and accommodation for team travel as required
- » Maintain accurate records including attendance records and Critical Incidence Logs for internal and external reporting purposes

### *Assisting the Program Officers team to deliver and administer the Masterclass Series*

- » Maintain the Teach Well website, CRM and databases
- » Edit, update and format documentation produced by the team to align to the Teach Well branding guidelines and ensure a consistent look and feel to our written documents.

### *Relationship management*

- » Respond promptly and professionally to enquiries regarding the Masterclass or Teach Well and connect enquiries to the right team member as required. Provide an overall welcoming experience for participants and other relevant stakeholders.
- » Represent Teach Well professionally and warmly and, where appropriate, support relationship management and external representation with the Department of Education, philanthropists or professional associations.
- » Maintain a social media presence that promotes the values of Teach Well.

Providing some ad hoc administrative support may also be required, including preparing communication and reports.