

Position Description



Workplace Experience Coordinator

Avanti Finance Group is a privately owned specialist lender operating across New Zealand and Australia. We're on a growth mission to lead and inspire our industry through innovation and the development of exceptional financial services, while fostering a motivated and engaged workplace culture centred around personal growth and high performance.

The Workplace Experience Coordinator is a part-time role supporting the smooth running of Branded Financial Services (Avanti's Australian business) with headquarters based in Sydney. As the welcoming face of the Sydney workspace, this role ensures every visitor, customer, and team member receives a warm, professional, and efficient experience. With a strong focus on front-of-house service, daily office operations, and facilities support, the role plays an important part in maintaining a high-performing and well-presented workplace.

While the role begins with core operational and administrative responsibilities, it also provides exposure to a range of cross-functional activities. There is potential to grow within the Branded Financial Services including in the People & Culture space or an Executive Assistant career pathway, supported through involvement in onboarding, engagement activities, executive support tasks, and broader organisational initiatives

IN THIS ROLE, YOU WILL:

Do-the-Doing

- › Act as the welcoming face of the Sydney office, delivering a warm, professional front-of-house experience for visitors, customers, and staff
- › Maintain a tidy, organised, and well-presented workplace, including regular walkthroughs to ensure the office is clean, functional, and guest-ready
- › Manage meeting rooms and hospitality, including room setup, catering, visitor sign-ins, and general enquiries
- › Support the smooth day-to-day running of the Sydney office, including supplies, stationery, kitchen stock, mail, couriers, and deliveries
- › Coordinate facilities and building matters, including logging issues, following up repairs and maintenance, and liaising with contractors and vendors
- › Keep the office kitchen and shared spaces well stocked and organised, ensuring the team is fed and watered
- › Provide general administrative support, including data entry, document management, and record keeping
- › Coordinate office-related payments and invoices, including Approval Plus or similar systems, and follow up approvals and queries
- › Provide administrative and on-site support to the CEO and Senior Leaders, including diary coordination, travel bookings, meeting logistics, and document preparation
- › Support People and Culture activities, including onboarding logistics, engagement initiatives, wellbeing activities, internal communications, and office events
- › Assist with internal events, staff activities, leadership visits, and other office initiatives as required
- › Maintain confidentiality and professionalism when working with senior leaders and sensitive information
- › Support health and safety processes, report hazards, and contribute to a safe and compliant workplace
- › Be a team player and carry out additional reasonable administrative or coordination tasks as required

Commented [LK1]: Additional tasks - payments coordination (or similar for Approval Plus Admin; Travel bookings; organising catering; and keeping us feed and watered. Diary management; & I want someone with good word & powerpoint experience

Living Our Values: Relentlessly Helpful, Do What's Right, People First.

- Be a team player and follow your manager's reasonable instructions, performing additional duties as needed.
- Bring your whole self every day, to proactively promote a wellness, inclusive, health and safety conscious culture at Avanti.



THE SUCCESSFUL CANDIDATE WILL HAVE:

- Experience in customer service, hospitality, retail, or junior administration (preferred but not required).
- Strong interpersonal and communication skills.
- A proactive, can do attitude with a willingness to learn.
- Good organisational skills, reliability, and attention to detail.
- Basic computer proficiency (Microsoft Office preferred).
- Able to work autonomously and unsupervised, but also a collaborative team player.
- Flexible and adaptable to change.
- Discreet, trustworthy, and able to handle confidential matters.
- A team-oriented approach with an interest in developing skills across People & Culture or Executive Support.

OPERATIONAL DETAIL:

Location	Sydney CBD
Department	Customer Services
Reporting to	Head of Lending Operations
Direct reports	None
Internal relationships	All staff and leadership team
External relationships	Clients, visitors, contractors, vendors