

# Position Description

## Workplace Experience Coordinator

Avanti Finance Group is a privately owned non-bank lender operating across Australia, and New Zealand. We are on a growth mission to lead and inspire our industry through innovation, and the development of exceptional financial services products whilst fostering a motivated and engaged workplace culture that is centered around personal growth and high performance. Branded Financial Services operates across Australia. We partner with introducers supporting individuals and companies to achieve their financial goals through tailored lending solutions with a client-first approach.

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 also supporting the Senior Leadership Team to operate at their best.

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 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.

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### 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
- Support the smooth day-to-day running of the Sydney office, including supplies, stationery, kitchen stock, mail, couriers and deliveries
- Manage meeting rooms and hospitality, including room setup, catering, visitor sign-ins, and general enquiries
- 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 for the Senior Leadership Team, 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

#### Always Ensure Integrity, Risk and Compliance

- Apply a risk and compliance lens, ensure legal adherence and manage all day-to-day risks through the appropriate channels.
- Operate with integrity by upholding high standards in compliance and risk management through adherence to the three lines of defence model.

### Living Our Values: Champion the Customer, Win Together, Do What's Right, Be Curious

- 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 and BFS.

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### 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.

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### OPERATIONAL DETAIL:

|                        |                                                         |
|------------------------|---------------------------------------------------------|
| Location               | Sydney                                                  |
| Department             | <del>Customer Services</del> Lending Operations Support |
| Reporting to           | Chief Executive Officer, Branded Financial Services     |
| Direct reports         | This role has no direct reports                         |
| Internal relationships | All staff and leadership team                           |
| External relationships | Clients, visitors, contractors, vendors                 |