Remote Administrative Assistant (4–8 hrs/week)

Support a mission that empowers young people and educators across Australia.

Location: Remote
Hours: 4–8 hours per week
Start Date: Immediate
Reports to: Service Assistant

🏫 About Unleashing Personal Potential (UPP)

UPP exists to help young people grow in confidence, character, and purpose. Through high-impact workshops and leadership programs, we support schools in building stronger, more resilient individuals. Our team is small, passionate, and highly committed to creating real and lasting change.

💼 Your Role – Reliable, Responsive, Essential

As our **Administrative Assistant**, you'll play a vital behind-the-scenes role in helping the business run smoothly. You'll work across a variety of administrative tasks—most of which follow well-documented processes—to support our team, clients, and overall service delivery.

This role is perfect for someone who is organised, tech-savvy, proactive, and enjoys working independently.

🔧 Key Responsibilities

- **CRM & Campaign Management**
  Add new clients to Zoho Campaigns and maintain clean data across platforms, including removal from outdated mailing lists.
- **Accounts Support**
  Follow up on overdue accounts using prepared templates. Issue invoices and manage calendar-based client bookings.
- **Client Feedback & Reporting**
  Update Net Promoter Score (NPS) spreadsheets and communicate trends or highlights with the team. Assist in collecting and sharing standout testimonials.
- **Term & Roster Planning**
  Generate updated rosters each term from Zoho reports and prepare internal planning documents for the team.
- **Client Communication**
  Send invoices with appropriate templates, request purchase order numbers from schools, and support “Contact Us” enquiries with timely follow-ups.
- **Quarterly Admin Projects**
  Help maintain CRM engagement lists, update key calendar dates, and support invoice finalisation at key times in the school year.

✅ You’ll Thrive in This Role If You...

- Are detail-oriented, consistent, and love ticking off a checklist
- Communicate clearly and respectfully in writing
- Enjoy managing digital tools like Zoho, Gmail, and Google Sheets
- Can follow a process, but are also willing to improve it
- Want flexible, meaningful work that supports a bigger mission

---

🎁 What You’ll Get

- **Autonomy & Flexibility** – Manage your own time each week
- **Purpose-Driven Culture** – Be part of a team creating positive change
- **Simple Systems & Support** – Clear documentation and regular guidance
- **Room to Grow** – Develop skills in operations, CRM tools, and client service

---

“Great systems make great service possible. This role helps bring our mission to life—quietly, consistently, and powerfully.”
– UPP Team