

## **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

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### **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.

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### **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.

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### **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Add new clients to Zoho Campaigns and maintain clean data across platforms, including removal from outdated mailing lists.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.

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

– UPP Team