

Administration and Projects Coordinator

With zest and intelligence, support the Langley Group team and business by providing excellent administration and project support.

Who we are

Sue Langley founded the Langley Group (LG) with a unifying purpose: "To breathe spirit into the minds of others to achieve their level of excellence."

Our Purpose

To inspire and equip individuals, teams and organisations to show up more frequently as the best version of themselves.

Our Vision

To be global leaders in the practical use of positive psychology, emotional intelligence and neuroscience.



Our Values in action

Professionalism: Ensuring the highest standards to be the best we can be.

Intelligence: Teaching the science and being intelligent with emotions.

Relationships: Cultivating lasting positive connections with our clients and team.

Authenticity: Fostering our awareness, realising our strengths and practising what we teach.

Zest: Living life with excitement and energy and transferring positive emotions.

Aesthetics: Savouring all the senses and bringing learning beautifully to life.

Growth: Growing ourselves, our clients, our partners across all areas of the business

Our Strategy

Everything falls out of our PVV

Our 2019 strategy is focused on Expansion / Growth

- Market
- Products
- Clients

BAU

Business as usual means continuing to:

- Increase our Diploma student numbers
- Increase the number of clients who work with us
- Build our reputation through our marketing and branding
- Build relationships with our clients with every interaction
- Increase the volume of MSCEIT and SP certifications we run
- Increase the use of psychometrics with our consultant clients
- Develop and improve the LG website
- Team growth through internal L&D
- Learning Management System
- Aim for 15% net profit

Our Goals

BAU Growing our reputation and client base in Australia / NZ

Market Focus on Europe and Asia

DPP / SP / MSCEIT in London

Products Launching The Growth Experience in Tuscany

Cert IV in Wellbeing Science

Advanced Diploma in Neuroscience of Wellbeing

Licensing our products - TTT and kits

Positive HR Toolkit launch

Online delivery – MSCEIT / webinar series

Video and activity series

Book

Clients More focus on larger interventions over time

More focus on building existing clients into global clients

Alumni sessions in each state for DPP

A strengths approach is at our core

We are energised to take a new approach to human resource management and we choose to focus on more positive constructs of organisational behaviour such as self-efficacy, goal setting, hope, resilience, pro-social behaviour, engagement, and participation. Our aim is to uncover, foster and expand strengths and positive organisational behaviour. Below are strengths we have seen successful in this role and strengths you bring to the position.

- **Attention to detail:** you easily focus on the small things that others may miss ensuring accuracy.
- **Rapport builder:** you love meeting people and making a real connection.
- **Time optimiser:** you maximise your time and make the most out of whatever time you have available.
- **Adaptable:** you juggle things to meet changing demands and find the best fit for your needs.
- **Planner:** you make plans for everything you do, covering all eventualities.
- **Adherence:** you love to follow processes, operating within the rules and guidelines.
- **Drive:** you are very self-motivated, pushing yourself hard to achieve what you want out of life.
- **Service:** you love looking for ways to help and serve others.

Qualifications and experience leading to success

- 2-3 years relative experience preferably in administration and project coordination.
- Proficiency in English, high levels of verbal and written communication skills.
- Proven ability to deliver high quality, error-free work, communication, and reporting.
- Experience in coordinating WHS.
- Proven ability to remain focused and productive under pressure.
- Proven experience with Microsoft suite, HubSpot, and database management.
- Proven ability to build rapport.
- Proven ability to follow organisational procedures, while developing more.

Our proactive, self-driven approach

Many doors are open to you in the Langley Group companies. With us, you have the opportunity to work in special interest areas, grow your resilience alongside industry experts, and dynamically influence organisations and people throughout the world. We ask that you take the lead in your success, we love a proactive approach, well throughout initiative and innovation. We continually improve as we grow.

In this role, we are looking for personal attributes such as persistence, effective communication, to be a fast learner, be loyal and supportive.

Values in Action and Key Outcomes

Values in action

Our values guide our behaviour and actions. At the Langley Group, values are translated to actual outcomes for every role.

At the Langley Group, our team help develop the role portrait and the values in action for them every day!

Professionalism:

Intelligence:

Relationships:

Authenticity:

Zest:

Aesthetics:

Growth:

Key Outcomes

As part of the team promote LG programmes and products, provide exceptional service and peak performance in your role to ensure programme attendance and product sales grow by 15% per annum.

Administrate the Langley Group office by completing all administration duties to fantastic quality and with an eye for detail. You'll make the office run smoothly!

You'll be the 'go to' person for administration and support, delivering varied admin expertise to many parts of the business.

Daily duties would include:

- resolve client queries in the Langley Group Way
 - manage the office phone, incoming emails and visitors
 - keep the company's filing system in order
 - create and implementing new administration systems
 - use of a variety of office software such as the Microsoft suite, emails and databases
 - ensure the office stationery supply is sufficient and help maintain the layout of the office
 - maintain WHS within the office
 - attend and support the planning of events and conferences
 - create quality documents and reports
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- make sure the office is adequately staffed at all times, clean and resources replenished
 - organising team meetings and catering, minute taking
 - project support and coordination as required
 - manage post

Be responsible for generating clients' data, solving their day-to-day queries, answering emails, and other customer-related interactions or team queries related to the particular client.

Effectively liaise with various internal functions within the Langley Group to ensure clients receive exceptional service, resulting in lead conversion rates for the organisation which exceed 50%.

Work with the Executive Assistant to ensure effective diary management for the CEO and team.

Prepare weekly/monthly departmental reports and management information.

Create error-free documents and communicate in a professional manner verbally and in all written documentation.

Act with enthusiasm and be authentic personally and professionally.

Populate the company database with client information.

Seek feedback. Feedback responses, internal and external, show high or very high performance overall.

Manage and share knowledge by understanding LG services and processes, keeping job knowledge up to date with proactive self-development, participating in continual professional development both inside and outside the LG.

Other duties as reasonable requested

What's important to our team...

By understanding ourselves better, we have identified some things we find very important. These are outlined below;

Meaningful work: a clear understanding of how the little things we do every day, make ripples of positive effect.

Autonomy: a feeling of high mutual trust and autonomy are realised with operational frameworks that support clarity, team work, and efficiency.

Wellbeing: in our workplace, we have an authentic understanding, respect and value for whole person wellbeing.

My Team: we are not afraid to put the Langley Group team members first, by caring, recognising individual strengths, being active communicators and having fun!

The Vision and Values: our vision, values, purpose and goals form our strategic framework and the work we each do has a clear line of site to delivering our vision!