



WARATAH

POSITION DESCRIPTION

POSITION DETAILS

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| Name | Vacant |
| Position Title | Delivery & Scheduling Officer |
| Reports to | Delivery & Scheduling Manager |
| Direct reports | None |
| Location | Sydney Office – Ultimo |
| Work Type | Full-time, 38 hours per week May consider a 30 hour per week role for an experienced candidate (or school holiday flexibility) |
| Standard Hours | 7:00am – 3:00pm (i.e. 7:00/8:00am – 3:00/4:00pm) with a 30-minute unpaid lunch break. Work from home flexibility upon agreement, following initial probationary period. |
| Salary (excl. super) | AUD \$70,000 – \$90,000 per annum + super (based on experience) |
| Benefits | <ul style="list-style-type: none">• Provision of laptop• Reimbursement of approved business expenses• Flexible working arrangements (by agreement) |
| Other | <ul style="list-style-type: none">• Must have full working rights in Australia |

POSITION SUMMARY

Waratah Consulting is seeking a Scheduling & Delivery Officer to help run the day-to-day engine room of our residential property inspection operations. This is a hands-on operations role, suited to someone who:

- Loves detail and accuracy
- Enjoys working through puzzles and moving parts
- Takes pride in tight scheduling and smooth delivery
- Understands how a small business really runs
- Is confident using technology to improve the way work is delivered and how we communicate
- Communicates confidently with a range of people

You will coordinate the scheduling, tracking, communications and system setup across our residential inspection programs — using smart systems, templates and workflows to improve efficiency and visibility and ultimately client satisfaction.

You will be supported by leadership, but trusted to make decisions and keep delivery moving.

KEY RESPONSIBILITIES

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| Scheduling, Delivery & Operations Control | <p>Owning the end-to-end scheduling of property inspections</p> <ul style="list-style-type: none">• Maintain clear visibility of:<ul style="list-style-type: none">◦ What jobs are live◦ What stage each job is at◦ What is coming up in the next 7 / 14 / 30 / 90+ days• Book and coordinate:<ul style="list-style-type: none">◦ Inspectors◦ Contractors◦ Access with residents, strata and building managers |
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Waratah Consulting | Position Description

| KEY RESPONSIBILITIES | |
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| | <ul style="list-style-type: none"> • Actively manage: <ul style="list-style-type: none"> ○ Re-bookings ○ Access issues ○ No-response residents ○ Last-minute changes • Keep delivery moving even when things change • Participate in operational meetings efficiently & keep team updated • Take ownership of sorting problems, finding solutions and keeping delivery moving • Continuously improve how scheduling is done by tightening processes, using systems better, and finding quicker, cleaner ways to book, track and adjust work |
| Briefing, Systems, Tech & Documentation | <ul style="list-style-type: none"> • Prepare and issue inspection briefs • Issue inspection notices and resident communications • Set up new jobs and projects using approved templates and workflows • Update CRM and delivery systems accurately and in real time • Maintain clean, current records across: <ul style="list-style-type: none"> ○ CRM ○ Scheduling systems ○ Cloud file systems • Actively use and improve systems (Smartsheet, CRM, booking tools) to streamline how work is delivered and how the team communicates • Help refine: <ul style="list-style-type: none"> ○ Templates ○ Forms ○ Automation ○ Workflows to improve efficiency and reduce manual handling |
| Communication & Stakeholder Coordination | <ul style="list-style-type: none"> • Be a primary contact point for residents, Strata managers, Building managers, Inspectors • Maintain accurate, real-time CRM updates for current work and new enquiries to support both delivery and sales • Own the accuracy of the CRM for live jobs, pipeline work and follow-ups • Manage communication via phone, email etc • Use systems properly to reduce confusion, reduce double-handling and improve response times • Keep communication clear, calm, professional & solutions-focused |
| General Office & Sales Support | <ul style="list-style-type: none"> • General office management duties and coordination tasks • Running the occasional team event, booking team lunch, birthday cake etc |

| PEOPLE, SAFETY & COMPLIANCE |
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| <ul style="list-style-type: none"> • Work safely at all times in accordance with WHS legislation, site safety plans & Waratah Consulting policies • Maintain professional conduct in all communications • Protect client and resident confidentiality |

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| QUALIFICATIONS AND EXPERIENCE |
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| <p>Essential</p> <ul style="list-style-type: none">• Certificate IV in Business, Administration, Project Administration or equivalent proven experience in a high-volume scheduling, operations or coordination role within a fast-paced office environment• Demonstrated experience managing: competing priorities, tight timelines• Strong spoken and written English• Confidence working with MS Office Suite, CRM systems, Cloud based file systems, different company apps |
| <p>Desirable (not essential and training provided)</p> <ul style="list-style-type: none">• Experience in construction or property sector• CRM systems (we use Zoho)• Project Management software (we use Smartsheet) |
| <p>SKILLS & ATTRIBUTES</p> <ul style="list-style-type: none">• Highly organised and detail-driven — you don't miss things• Strong scheduler and planner — you like order, timing and structure• Clear communicator — confident on the phone and sharp with written comms• Calm under pressure — handles busy days without dropping standards• Tech-confident and curious — comfortable learning new systems and using them better• Hands-on and solutions-focused — you fix problems, not escalate them unnecessarily• Team-first mindset — you support inspectors, admin and leadership equally• Client-focused approach — professional with residents, strata and building managers• Small-business smart — understands that everyone pitches in when required• Proud of doing things properly — not rushed, not sloppy, not reactive |

| KPIS |
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| <ul style="list-style-type: none">• Accuracy of scheduling and bookings• Reduction in re-bookings and access failures• CRM and system data accuracy• Stakeholder satisfaction (residents, strata, inspectors)• Efficiency uplift in booking and delivery processes and other admin functions |

| WORKING CONDITIONS & GROWTH OPPORTUNITY |
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| <ul style="list-style-type: none">• Office-based role in Ultimo, some work-from-home flexibility by agreement• Full-time role with flexibility for the right person• We're a growing business so if desired, opportunity to grow into Management role |

| VERSION CONTROL | |
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| Created | 22 January 2025 |
| Prepared by | B Beales, Business Consultant |