



Operations Co-ordinator

Package: \$60k to \$80k subject to experience

Reports to: Founder and CEO (Luke Cook)

Location: Barangaroo, Sydney (Venue based)

Position: Full time, Mon - Fri (Flexible 4 days a week for the right person - Mon to Thurs)

Hours: 8:30 to 5pm

Role Purpose

The Operations Coordinator is the engine that keeps Cuppa running. You will work directly alongside Luke Cook (our founder) and support the day to day operational life of the business, across the venue, our members, our events and our shows.

This role is a deeply important one for our growth. You are the heartbeat of Cuppa and the person who makes sure everything is ready, nothing falls through the cracks, and every experience at Cuppa feels effortless for the people in it. You take ownership, think ahead and bring calm, reliable energy to a fast moving and ever evolving environment.

The role spans onsite, online and offsite. No two weeks are exactly the same!

Who We Are

Cuppa is a certified social enterprise based in the heart of Barangaroo Sydney. We exist because we believe human connection changes everything. Every day, inspiring people walk through our door, from leaders, thinkers, creators and practitioners who are doing work that genuinely matters.

We bring together the greatest minds (and humans!) to share ideas, build communities and create real impact. Our space is creative, our people are exceptional and our culture is built around human connection, collaboration, impact and fun.

If you care deeply about purpose, people and providing operational excellence, you'll feel at home here.

What you will do

Venue Operations and Logistics

- Manage the day to day readiness of the Cuppa venue (including set up, pack down, logistics).



- Coordinate bookings, schedules and internal resources across onsite, online and offsite events. .
- Maintain run sheets, checklists, floor plans and event documentation
- Make sure everything and everyone is in the right place at the right time
- Support contracts and agreements administration

Administrative Support

- Provide direct operational and logistical support to the Founder and team
- Assist with scheduling, communications and follow through on key priorities
- Act as a reliable pair of hands that Luke can trust to get things done without being asked twice

Member Experience and Event Support

- Support member onboarding, communications and ongoing engagement as directed by the founder
- Maintain accurate member records, renewals and updates
- Help members get the most from their Cuppa membership
- Coordinate show logistics, timelines and run sheets
- Support talent briefing, coordination and communications
- Manage virtual event creation and coordination

Talent Bookings

- Help source, confirm and communicate with talent for Cuppa shows and events
- Ensure every talent booking runs smoothly from first contact to event day

What we are looking for

Experience

- Previous operational, logistical and administrative experience in a fast paced environment
- Background in NFP, social enterprise or purpose led organisations is highly regarded
- Proven operational excellence - you have a track record of making things run well
- Comfortable working across onsite, online and offsite settings

Tech Skills

- You embrace technology and pick up new tools quickly
- Proficient in Google Workspace (Gmail, Drive, Docs, Sheets, Calendar)
- Experience with project management tools: Asana, Monday, Trello, Notion or similar
- Comfortable with Slack and Circle (or equivalent community platforms)
- Familiar with AI tools and able to use them practically in day to day work
- Basic Canva capability (you don't need to be a designer, just comfortable with it)



How you show up

- Human first - you genuinely care about people and it shows
- Reliable and Trustworthy - people trust you to follow through, every time
- Proactive and forward-thinking you look around corners before things go wrong
- Strong attention to detail without losing sight of the bigger picture
- Excellent time management and ability to juggle competing priorities calmly
- Comfortable with ambiguity and able to self-direct in a founder-led environment

What Cuppa offers

- A direct line to the founder - you will work closely with Luke Cook and have real access to how the business thinks and grows
- Daily exposure to inspiring experts and some of the greatest minds in Australia
- A genuinely beautiful venue in the heart of Barangaroo
- Autonomy to contribute ideas, not just execute tasks
- A warm, community based culture where people actually look after each other
- Beautiful clients who are leaders in their fields
- The chance to be part of a certified social enterprise doing work that genuinely matters

To apply, send your CV to conciierge@cuppa.tv

***Please note that occasional early morning or weekend work may be required for key events.**