

POSITION DESCRIPTION

Senior Administration Officer, Uniting

Your position: Senior Administration Officer, Uniting
Your classification: Burnside Level 3
Your directorate: Communities
Where you'll work: 8 Iolanthe St, Campbelltown

You'll report to: Regional Program Manager Intensive and Early Intervention Services Macarthur
Your direct reports: None

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.
Our values: As an organisation we are imaginative, respectful, compassionate and bold.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, mental health, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

ABOUT THE ROLE

The Senior Administration Officer provides day to day administration support to the manager, coordinators, and teams. The role is responsible for reception, office administration, financial tasks, and administrative support to programs, ensuring efficient day to day administration of the Intensive and Early Intervention Services Macarthur programs. It is an expectation that the incumbent will be confident to work autonomously, communicate effectively with all stakeholders, and that they would foster excellent working relationships.

Child related role	No	WWCC not required
Mandatory reporter	No	Mandatory Reporters are those employees that deliver services directly to children and young people or who supervise employees who deliver these services. However, all employees have responsibility to apply the Protecting Children and Young People Policy

YOUR RESPONSIBILITIES

Position Specific Responsibilities:

- Provide administration support and assistance to the Regional Program Manager across administrative tasks including project responsibilities.
- Maintain efficient and up-to-date administrative systems.
- Provide oversight of pool vehicles and other work-related, equipment-related matters such as mobile phones and IT related items.
- Undertake general administrative duties including (but are not limited to) minute writing and taking, preparing reports, spread sheets and creating files.
- Maintain contact and distribution lists for the office location (all programs).
- Support and manage (on behalf of the program) the coordination of community events.
- Develop and maintain systems to support manager in line with Uniting's current procedures for financial transactions and report tracking.
- Act as a subject matter expert for record and document management in consultation with Uniting's Archivist Records Management Officer.
- Reconcile timesheets and ensure any anomalies are addressed with the Coordinators and Regional Program Manager.
- Coordinate any property matters, liaising with approved suppliers and the Property Management Team as appropriate.
- Ensure regular WHS inspection and maintenance of workplace is in line with Uniting's WHS requirements including induction of new employees and ensuring timely incident/accident reporting/investigating, reviewing, and recording is completed.
- Review I&E transaction reports monthly for the Manager flag and follow up any discrepancies.
- Review wage reports for the Manager flag and follow up any discrepancies.
- 16A and Subpoena's – Prepare necessary paperwork and keep a register for all requests.

Organisational Responsibilities

- You'll communicate and act in ways that are consistent with Uniting Core Values of imaginative, respectful, compassionate and bold.
- Communicate and act in ways that reflect the commitment to strengths-based practice of the Early Intervention and Intensive Family Services portfolios.
- Contribute positively to the operations of the region.
- Display a commitment to applying work procedures and practices in line with the Diversity Policy.
- Read, sign and abide by the Uniting's Code of Conduct.
- Develop a thorough knowledge of Uniting's 10-year strategy.
- Develop a thorough knowledge of your program specific and Uniting's policies and procedures.
- After consultation, be willing to undertake additional duties, transfer to another equivalent position or assume higher duties when required.
- Take reasonable care for the Health and Safety of people at the workplace by complying with the Workplace Health and Safety (WHS) Act 2012. Report and monitor safety procedures, including acting on reports of injuries and incidents, in line with the agency-wide and program specific WHS policies.
- Accurately complete your timesheet daily and submit to your supervisor fortnightly along with relevant authorised leave forms.

Professional Responsibilities

- You'll engage in professional development and set and fulfil development goals.
- Participate in all required training for your position and other training as required.
- Engage in monthly supervision with the Regional Program Manager, six month reviews and 12-month appraisals.

KEY PERFORMANCE INDICATORS

Financial management:

- Performance is monitored on an ongoing basis and financial targets achieved as established by the annual budget process.
- Expenses managed in line with the budget and appropriate approval processes.
- Financial systems are operating effectively.

Operational processes:

- All stakeholders in your area of responsibility are constantly communicated with and remain informed and involved in appropriate aspects and projects as relevant.
- Data collection and performance monitoring systems are in place and implemented.
- Programs and property comply with Uniting's policies, legislation, and standards.
- Provide services are inclusive and culturally responsive.
- Administration support delivered to a consistently high standard.
- Take initiative to follow through and resolve issues.
- Projects are completed competently and meet deadlines.

Client management:

- Client feedback shows sustained improvement.
- Client feedback indicates their respect for your services (work) provided and a good working relationship.
- Effective client relationships are in place and stakeholders indicate high levels of satisfaction with service delivery.

People management:

- Feedback from your line Manager confirms your effectiveness as a people manager and your positive contribution as a member of the leadership team.
- Feedback from colleagues and their teams confirms your contribution to an integrated Uniting.
- Relationships with internal and external stakeholders are positive.
- Standards of professional behaviour demonstrate alignment with the Uniting values and are effectively role modeled in all workforce interactions.
- Safety reports confirm WHS as a priority and effective management/reduction of incidents is evidenced.

THE IMPORTANT DETAILS

Your experience ticks the following boxes:

- Relevant qualifications and/or at least 5 years' experience in a similar role.
- Experience working in a diverse and busy environment.
- Good knowledge of business process ideology, including understanding of policies and their application.
- Experience in Financial Management Systems.
- Advanced skills in Microsoft Office.
- Excellent organisational, time management and prioritising skills.
- Able to demonstrate a high level of accuracy, attention to detail.
- Proven leadership and mentoring experience and skills.
- Ability to communicate effectively and professionally with a range of staff, both verbally and electronically.

- Strong analytical skills with the ability to resolve issues.
- Proven experience in dealing with confidential issues.
- Ability to work both individually and within a team environment.
- Current NSW Driver's License.
- Experience in WHS and Training.

Employee Name:		Managers Name:	
Date:		Title	
Signature:		Date:	
		Signature:	

ACCOUNTABLE POSITION	WHS ACCOUNTABILITIES (AS PER WHS ACT 2011)	ACTION DEMONSTRATING ACCOUNTABILITIES
WORKERS (EMPLOYEES, AGENCY STAFF, CONTRACTORS, VOLUNTEERS, STUDENTS)	<p>While at work, all workers (WHS ACT 2011 Sec 28) must:</p> <ul style="list-style-type: none"> - take reasonable care for his or her own health and <u>safety</u> - take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other <u>people</u> - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by Uniting to allow the organisation to comply with this <u>Act</u> - co-operate with any reasonable policy or procedure of Uniting relating to health or safety at the workplace that has been notified to <u>workers</u> 	<p>All workers must:</p> <ul style="list-style-type: none"> - follow Uniting WHS policy and programs to protect the health and safety of people at work and to understand your personal responsibilities for <u>WHS</u> - attend and/or complete safety-related training including induction and emergency <u>preparedness</u> - comply with WHS instructions from your supervisor/manager, training information, safe work procedures and emergency <u>wardens</u> - if performing new or unfamiliar work, seek information, instruction or training and supervision from your supervisor to perform work safely without risking the health, safety and wellbeing of yourself or <u>others</u> - use equipment that has been provided for your health, safety and <u>wellbeing</u> - report all hazards, incidents and injuries to your immediate <u>supervisor</u> - participate in discussions/consultation about changes to workplace/premises or job task/<u>practice</u> - wear clothing, footwear and personal protective equipment (PPE) needed appropriate for the work being <u>done</u> - do not put other people's health, safety and wellbeing at risk by your action or <u>inaction</u>