

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Administration Assistant	Department	Volunteering
Location	North Melbourne, VIC	Direct/Indirect Reports	0
Reports to	Executive Assistant	Date Revised	Nov 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3	<b>Job Evaluation No:</b>	HRC0026796

### ■ Position Summary

In a dynamic work environment, the Administration Assistant will provide a wide range of quality administrative and office support for the day to day priorities and activities of the Leadership Team within the Volunteering Directorate.

### ■ Position Responsibilities

#### Key Responsibilities

- Actively support the Leadership Team to help create an environment in which the Directorate is approachable, professional and highly effective
- Perform financial administration duties such as procurement, supplier creation, processing invoices, raising purchase orders and monthly credit card reconciliation
- Arrange domestic and international travel including flights, car hire and accommodation for the Leadership Team
- Support the Leadership Team in preparing for internal and external meetings, workshops and events including venue and catering arrangements
- Provide secretariat support for quarterly Humanitech, monthly Trust Alliance and Traverse Advisory Group meetings, including scheduling, agenda creation and minute taking
- Support the Executive Assistant in maintenance of forward planning schedule and rhythm of meetings
- Onboard new staff members to the Directorate, including procurement process
- Backfill the Executive Assistant role for short periods
- Perform other miscellaneous administrative duties as delegated

### ■ Position Selection Criteria

#### Technical Competencies

- Highly developed administrative, time management, organisational and communication skills (both written and verbal) with the ability to engage with people from diverse backgrounds
- Proficiency in a wide range of IT applications (including Outlook, Word, Powerpoint, Excel, Red Connect)
- Excellent customer service and interpersonal skills in managing sensitive information and maintaining discretion
- Demonstrated ability to work with multiple teams and/or Managers, including an ability to build rapport
- Demonstrated ability to effectively manage multiple tasks or deadlines

- Ability to work independently and proactively and confident in offering feedback and solutions
- Previous experience with governance and committee secretary work would be highly regarded
- Previous office experience in a not-for-profit or human service sector desirable

### Qualifications/Licenses

- Certificate level qualification in Business Administration is desirable and/or relevant experience

### Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Personal effectiveness | Managing my behaviours** | Demonstrated track record in managing emotions and behaviours and understanding their impact on others. Ability to self-monitor and make improvements to manage own performance.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.

### ■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:  
**Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality**
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters.