

ADMINISTRATION OFFICER POSITION DESCRIPTION

ADMINISTRATION NORTH METRO REGION

At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults. Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

So come and join us at Anglicare Victoria where there is a rewarding career ready for you in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.



Position details

Position	Administration Officer
Program	Administration
Classification	SCHADS Award Level 3 (Clerical and Admin) Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award
Hours	Part Time
Hours per week	22.8 (negotiable across 3-5 days)
Duration	Fixed Term
Fixed term end date	30 June 2022
Location	Lalor
Reporting Relationship	This position reports directly to the Administration Coordinator – Broadmeadows Area
Effective date	July 2021

Overview of program

Anglicare Victoria has a regional structure in place for the delivery of the agency's operational, administration and financial services across the Northern Region.

The Regional Administration Program provides professional customer service and administration support to Anglicare Victoria Management, staff, clients, volunteers and stakeholders at all the service sites across the Northern Region.

The Northern Region currently has multiple service sites at which Administration is based located at Broadmeadows, Lalor and Preston.

Position Objectives

1.	Provide professional and respectful administration services to staff, clients, volunteers and other stakeholders.
2.	Promptly attend to duties and requests according to the quality standards in line with organisational policies and procedures.
3.	Support functions of site Property, Fleet, Finance, Human Resources, Quality, Occupational Health & Safety (OH&S) and Business Technology at the local level.

Key responsibilities

The key responsibilities are as follows but are not limited to:


1.	<p>Reception / Administration –</p> <ul style="list-style-type: none"> • providing professional ‘front line’ customer service for clients, staff, volunteers and other stakeholders in a proactive and responsive manner. • providing a broad range of general receptionist and administrative support as directed including but not limited to word processing and data entry, preparing reports and correspondence, photocopying, filing, issuing vouchers, minute taking, archiving, organising catering, monitoring and ordering stationery and office supplies and managing appointments, room bookings and site access.
2.	<p>Program Support –</p> <ul style="list-style-type: none"> • providing administrative operational assistance to Programs such as maintaining and updating databases, preparing client/volunteer hard-files, minute taking, data entry, preparing and disseminating reports, auditing information across multiple systems etc. • backup administrative support to the Regional Finance team and Regional Executive Officer as required. • other general administrative support to Programs as directed.
3.	<p>Site/Property & Infrastructure –</p> <ul style="list-style-type: none"> • ensuring all areas at the site (reception, meeting rooms, general staff/client facilities) are maintained in a tidy and professional state at all times. • undertaking site opening/closing and security procedures. • troubleshooting/reporting building related issues. • managing contractor visits to sites.
4.	<p>Fleet –</p> <ul style="list-style-type: none"> • overseeing and maintaining booking calendars and trip registers. • monitoring and arranging regular maintenance, service and repairs of fleet vehicles. <p>(must hold a full driver’s licence and be willing to drive agency vehicles)</p>
5.	<p>Human Resource Administration –</p> <ul style="list-style-type: none"> • undertaking a broad range of administrative tasks related to the recruitment and employment of staff and ongoing engagement of volunteers including work related to Working With Children Checks, Criminal History Checks,

	<p>monitoring Drivers Licences, supporting the interview process, staff on-boarding and HR/Payroll data entry.</p>
6.	<p>Information Technology (IT) –</p> <ul style="list-style-type: none"> • assisting with resolving/setup of IT infrastructure, maintenance and equipment issues eg photocopiers, phones, computers, Skype for Business Telephony, other web-based platforms etc. • troubleshooting basic IT issues.
7.	<p>Quality –</p> <ul style="list-style-type: none"> • Maintaining record keeping procedures in the region to ensure integrity and security of data. • Classifying, indexing, maintaining, recording and updating, filing and archiving manual and electronic filing systems accurately.
8.	<p>OH&S –</p> <ul style="list-style-type: none"> • supporting compliance with the responsibilities and requirements of the OH&S Act 2004 and related regulations. • assisting with the implementation of and compliance with Anglicare Victoria OH&S Policies and Procedures including assisting with audits.
9.	<p>Team Work –</p> <ul style="list-style-type: none"> • operating as part of the office's administrative team including sharing responsibilities and providing assistance to team members as required. • operating as part of the region's wider administrative team including working from other AV sites within the region as required. • being actively involved and participating in skills training, team meetings, professional and personal development, team wellbeing/building activities and supervision.
10.	<p>Other duties as required.</p>

Key Selection Criteria

The Key Selection Criteria are based on role specific requirements.

Applicants are required to provide a written response to the role specific requirements. The criteria are to be addressed individually (no more than 2 pages in total).

 <p>Role Specific</p>	<p>1. Tertiary qualifications and/or experience in a relevant industry/ service or an equivalent level of expertise and experience to undertake the range of activities required.</p>
	<p>2. Intermediate computer literacy skills (including in MS Office and IT hardware/infrastructure), the ability to adapt to a range of special purpose software and a willingness to keep up to date on all relevant technology changes undertaking training as required by the position.</p>
	<p>3. Highly developed time management, organisational and multitasking skills with excellent attention to detail and accuracy.</p>
	<p>4. Excellent written, oral and interpersonal communication skills and the ability to interact positively with a wide range of people from diverse backgrounds.</p>
	<p>5. Demonstrated ability to be self-directed and work autonomously and as part of a team as required.</p>
	<p>6. Demonstrated ability to work in a dynamic environment, responding flexibly to meet changing needs, priorities and deadlines.</p>

Occupational health & safety (OHS)

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems

Cultural Safety in the Workplace

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

Conditions of employment

- Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010. Salary packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check, a current Driver's License and an Employment Working with Children Check prior to commencement.

Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name:

Signature:

Date:
