

Position Description

WORKING TOGETHER FOR A THRIVING COMMUNITY



POSITION TITLE:	Administration Officer – Grovedale Neighbourhood House
POSITION NUMBER:	2125
DIVISION:	City Life
DEPARTMENT:	Community Strengthening
CLASSIFICATION:	Band 4
REPORTS TO:	Coordinator - Grovedale Neighbourhood House
DIRECTLY MANAGES:	Nil
INTERNAL LIAISONS:	Connected Communities Unit
EXTERNAL LIAISONS:	Business and Community Representatives, residents, centre users
DATE:	October 2024

POSITION OBJECTIVES:

Provide professional and positive administrative support services to meet the strategic, community and program delivery requirements of the Grovedale Neighbourhood House.

POSITION RESPONSIBILITIES:

Key Responsibilities:

1. Provision of efficient and effective administrative and customer support to the users and staff of the Grovedale Neighbourhood House.
2. Provide administrative support for the organisation of courses, programs, events and functions of the Grovedale Neighbourhood House.
3. The co-ordination of bookings, meetings, events and development programs.
4. The provision of an efficient word processing service for Grovedale Neighbourhood House staff with regards to accuracy, high quality work and author satisfaction.
5. The preparation and administration of correspondence arising from Grovedale Neighbourhood House activities including, but not limited to minutes, agendas, reports, submissions and actions plans.
6. The creation and maintenance of standard letters, templates, documents formats, mailing lists and other information for the Grovedale Neighbourhood House.
7. The processing of invoices, purchasing and finance administration within budget guidelines and delegation levels.
8. The administration of correspondence, mail and file movements.
9. Obtaining and maintaining supplies of office requisites and undertaking general administrative functions (e.g. filing, petty cash transactions).
10. Maintain the highest ethical standards, exercise discretion and maintain confidentiality of sensitive issues handled within the office.
11. Adhere to all Council's policies and procedures relevant to this position.
12. Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

Values:

Our values represent who we are and who we aspire to be. They are the tools to create the workplace culture we want. We are all accountable for this.

- Respect and encourage each other
- Create a healthy and safe environment for all
- Embrace new ideas and better ways to work
- Make people the centre of our business

Risk Management and Occupational Health & Safety Responsibilities:

- Understand and comply with Council OHS policies, procedures and legislative requirements relevant to the position.
- Perform work in a safe and appropriate manner.
- Ensure behaviour does not discriminate, bully or harass others.
- Take responsibility for own safety and that of others.
- Proactively report any incidents, injuries, hazards or unsafe work practices.

The following general physical and functional requirements may apply to this position. Specific physical requirements will be attached if applicable.

- Manual handling tasks.
- Prolonged periods of inactivity eg. sitting at the computer.
- Regular keyboarding associated activities.
- Long / short distance travel between sites.
- Dealing with difficult clients and situations.
- Demanding deadlines.

CHILD SAFE:

City of Greater Geelong is committed to being a child safe organisation and has zero tolerance for child abuse. The focus of our work is on children under the age of 18. We recognise our legal and moral responsibilities in keeping children and young people safe from harm and promoting their best interests. We have specific policies, procedures and training in place to support employees, volunteers and contractors to achieve these commitments. We create environments where all children have a voice and are listened to, their views are respected and they contribute to how we plan for, design and develop our services and activities.

We are committed to:

1. Preventing child abuse occurring within our services, programs and facilities.
2. Creating an organisational culture of child safety.
3. Setting clear expectations of employees, volunteers and contractors as to what is required to keep children safe.
4. Ensuring employees, volunteers, contractors are clear about their responsibilities when they suspect abuse of a child.
5. Ensuring all suspected abuse is reported and fully investigated.

DIVERSITY AND INCLUSION:

City of Greater Geelong recognises the value of the diversity and strength of Aboriginal and Torres Strait Islander cultures to the heritage of all Australians and encourages Aboriginal and Torres Strait Islander people to apply.

KEY SELECTION CRITERIA:**Qualification**

- Working with Children Check (employee)

Essential:

- Highly developed organisational and customer service skills and the ability to manage a range of tasks simultaneously.
- Demonstrated understanding of the role of a Neighbourhood House.

- Relevant qualifications and/or extensive secretarial, administrative and financial experience.
- Advanced skills in MS Office (Word, Excel, PowerPoint) and other appropriate computer software (eg. Oracle, REX, RFS); keyboard skills to 70wpm.
- Ability to work as part of a team, foster teamwork and communication between staff.
- Money handling and reconciliation experience is preferred or a willingness to learn.

Desirable:

- Ability to establish a network of specialists to support and improve administration systems.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Effective and efficient actioning of key responsibilities listed above.
- Assist to maintain compliance with Citysafe OH&S requirements and the City's Equal Opportunity and Harassment and Bullying Prevention policies in undertaking allocated projects.
- Commitment to the provision of efficient quality customer service.
- Provide assistance and training of staff on office procedures and various software applications.
- Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.

JUDGEMENT AND DECISION MAKING:

- May make decisions without referral to the Projects Officer concerning routine and defined administration functions.
- Guidance and advice is always available.
- Exercise loyalty, good judgements and discretion regarding confidential issues.
- Exercise judgement in terms of enhancing existing processes and procedures to bring about improvements; selection of the most appropriate process available from systems used/procedures available; analyse issues and recommend alternatives; solve problems and identify solutions.
- Show initiative and innovation in approach to all aspects of the position.

SPECIALIST SKILLS AND KNOWLEDGE:

- Highly developed keyboard skills (70wpm) and proficiency in the use of personal computer, advanced skills in MS Office programs, with an ability to quickly learn other applications as required.
- Experience in or demonstrated ability to learn, the detailed operation of corporate systems.
- Well-developed written and verbal communication skills, enabling incumbent to edit reports and correspondence as required.
- Knowledge of the reporting process in order to prepare progress & outcome reports on community grants.
- Demonstrated customer service and assertiveness skills.
- Ability to operate office equipment including computers, printers, photocopiers and facsimile machines.

MANAGEMENT SKILLS:

- Ability to effectively plan, organise and manage own time within a complex and diverse range of projects and priorities to achieve targets within a set timetable.
- Ability to be proactive and assist the Grovedale Community Centre with direct service delivery when required.
- Understanding of and ability to implement the City's personnel practices including Equal Employment Opportunity and Occupations Health and Safety.
- Ability to establish a rapport with staff and foster a customer focussed team.

INTERPERSONAL SKILLS:

- The ability to provide customer service to the community and others to achieve project and Grovedale Community Centre objectives.
- Well-developed written communication skills enabling the incumbent to edit correspondence and reports.
- Ability to source specialist advice to enhance and improve current systems.
- Ability to demonstrate Integrity, Responsibility, Innovation and Respect in all aspects of the position.