





POSITION DESCRIPTION

Office Manager

Position Purpose

This role will act as the first point of contact for all office and facilities matters for the Home@Scope regions.

Division:	Home@Scope	Reports to	General Manager
		Direct Reports:	None
Internal Relationships:	Office Managers/People and Culture/Operations Manager /Senior Managers/House Coordinators/Other Home@Scope employees	External Relationships	Service providers/Trades persons/Department of Health and Human Services
Employment Contract	Fixed-term	Award	Above award

Scope's Mission	Scope's mission is to enable each person we support to live as an empowered and equal citizen.
Scope's Vision	<p>Scope will inspire and lead change to deliver best practice. We will:</p> <ul style="list-style-type: none"> • support and listen to each person and their family. • provide leadership to influence strategy and policy. • deliver person driven, flexible & responsive services to build a sustainable future. • build on our foundation for success through our expertise in service delivery, workforce development, quality improvement and research. <p>We will deliver better outcomes.</p>
Scope Approach	<div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  <p>see the person</p> <p>.....</p> <p>We listen to understand. We see the potential. We recognise how you do things and what you achieve. We take personal responsibility. We build excellent relationships with our clients and customers. We understand the balance between risks and rights.</p> </div> <div style="text-align: center;">  <p>do it together</p> <p>.....</p> <p>We lead in line with The Scope Approach. We work together to achieve shared goals. We build sustainable and ethical partnerships. We support each other. We communicate early and honestly. We share responsibility for safety.</p> </div> <div style="text-align: center;">  <p>do it right</p> <p>.....</p> <p>We use systems and processes in our work. We deliver quality outcomes safely and on time. We understand risks and opportunities. We are a financially sustainable organisation. We own the consequences of our actions. We take pride in the delivery of our mission.</p> </div> <div style="text-align: center;">  <p>do it better</p> <p>.....</p> <p>We develop creative solutions. We review and continually improve. We understand what is working and what is not. We seek and respond to feedback. We build capacity in all that we do. We are a leader in safety.</p> </div> </div>

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Key Function	Key Accountabilities, Responsibilities & Deliverables
<p>Service Delivery</p>	<p><u>Operational support</u></p> <ul style="list-style-type: none"> • Meeting Organisation: collate and distribute agenda, take minutes and actions and distribute. • Maintain annual meeting schedule • Compliance Reporting assistance • NDIS Administration Support • COVID Status Tracker • Service delivery support: Fire Safety Compliance recording, • Log of Community Visitors reports to DFFH and Community Visitors • Communication: Teams & Houses, calendar bookings, forum invitations, follow up on outstanding compliance items and phone switching to support on call roster as an example • TCD Registration and re-enrolment follow up to ensure 100% compliance • Record management, support Houses with Archiving process (getting through the backlog as well) <p><u>Office management support</u></p> <ul style="list-style-type: none"> • Monitor & Order Office Supplies; Stationery & Sundries (WINC for office site) • Management of maintenance including Meeting Room equipment, Office Equipment/Workstations/Plants • Maintain cleanliness, kitchen cleanliness and orderliness Refrigerator; remove old items • Coordinate OHS Office Inductions for new staff • Fire & Emergency Wardens, maintain Office Notice Board • Promaster reconciliation • Event organisation; Venue Hire/Catering - Monthly birthday celebrations & cake • COVID Safe Practices for Office/ Staff & Tradespeople, check hand sanitiser, attestation refreshed <p><u>Office administration and co-ordination</u></p> <ul style="list-style-type: none"> • Regional Office Managers maintenance & cleaning, vehicle changeovers; TSV Bus Compliance • Travel bookings via Egencia (on request) • Office Deliveries; reconciliation & distribution i.e. Items for Houses folders etc • Coordination; Flu vaccinations/Vouchers • Coordination; training for staff/coordinating sessions <p><u>Maintain information and collate reports</u></p> <ul style="list-style-type: none"> • Service Delivery Contact List, weekly update), Curate for HACSU, Group Home Contact (GHC) List • Group Home Key Registers • Building pass registers • Office Manager Guide for location • Expense reconciliation • Invoices <p><u>Delivery support and Improvement projects</u></p> <ul style="list-style-type: none"> • Ad hoc service delivery support • Coordinate Staff Training sessions • Support Communications Team with marketing & other activities as required • Champion of Service Delivery Systems; Lumary in HRIS, MARS auditing tool <p><u>Ad-hoc business process improvement projects</u></p> <ul style="list-style-type: none"> • Support delivery of Business Process Improvement Admin Projects *Individual projects, selected by team

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Workplace Health & Safety	<ul style="list-style-type: none"> Responsible for ensuring that Scope complies with its legal requirements and strives for best practice in the provision of a safe workplace for all. Ensure your behaviour does not discriminate, bully, or harass. Participate in meetings, training and other OH&S activities as required. Act as Chief Fire Warden for the office.
People Leadership	<ul style="list-style-type: none"> Responsible for constructively and positively working alongside other people.

SELECTION CRITERIA

Skills, Knowledge, experience, qualifications, and training	<ul style="list-style-type: none"> Experience in office and facilities management in a corporate environment. A broad range of generalist administration skills and experience. Strong system thinking and process improvement skills. Excellent time management skills and a flexible approach to turn your hand to whatever the situation requires. Certificate qualification in administration or a related field.
Technical Competencies	<ul style="list-style-type: none"> MS Office capability particularly Excel and Word. Attention to detail. Ability to work effectively within a busy environment and meet deadlines. Ability to work independently as well as collaboratively with others.
Behavioural Competencies	<ul style="list-style-type: none"> Positive attitude and willingness to learn and contribute. Excellent communication skills with an ability to interact with a wide range of people. Lateral thinking and creative problem-solving skills. Ability to adapt to various situations and changing priorities. Proven ability to assume responsibility and be self-directed and operate independently. An appreciation of the immense value that diversity brings to communities.
Licenses & Accreditations	<ul style="list-style-type: none"> Cleared NDIS workers screening check Working with Children's check. Must satisfy all visa requirements for working in Australia. Driver's license (for roles where you need to travel to deliver services).

Expected Outcomes Critical for Success

Office Management Support	<ul style="list-style-type: none"> Office supplies and stationery processed and ordered on time, within budget Office equipment kept clean and maintained. Notify Assets/IT upon certification of any malfunctions Maintain supply of kitchen sundries Office notice board set up and kept up to date and clearly shows who is a Fire Warden & a First Aider Credit card guidelines for spending adhered to. Office Manager card reconciled by 20th of month for end of month Organised event supported in terms of venue hired, room set up and catered (as appropriate, within budget) Ensure catering ordered with min spend Ensure staff working at Office Locations adhere to current COVID safe practices, escalate issues if need be Liaising with building managers and assets team on general office requirements
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Office Administration & Coordination	<ul style="list-style-type: none"> All received deliveries reconciled against delivery receipt/order within. Action taken immediately, when discrepancy Actions completed with high degree of attention to detail to ensure 100% accuracy and timelines
Maintain Information and collate reports	<ul style="list-style-type: none"> GHC List is updated by COB each Friday, is on time, every time with 100% accuracy. Compile, maintain and update information systems, registers, data bases using a high degree of attention to detail resulting in 100% accuracy and timeliness
Operational Support	<ul style="list-style-type: none"> Schedules adhered to, minutes and actions from the meeting being recorded to the desired quality and distributed in an acceptable timeframe Supported service delivery teams with the delivery of business initiatives on time, desired outcomes (and to budget) Respond to emails & phone calls within 24-48 hrs of receipt of communication. Communicate clearly & concise and effectively Working with house teams to support staff on TCD registration is maintained at 100%, TCD requests are actioned within required time frame Archive Deceased & Exited client files. Assist with General Archive. Process adhered to in a 100% accurate and timely manner
Delivery Support & Improvement Projects	<ul style="list-style-type: none"> Took a lead role in helping to support service delivery and worked together with other operational groups to achieve the desired outcome on time Considered the objectives, needs or priorities, identified risks in the development and roll out of implementation plan Support House Staff as secondary level of support for system support, liaising and problem-solving with relevant stakeholders, escalating as required Help ensure data integrity is accurate and up to date by required timelines (as required/requested)
Ad-hoc Business Process Improvement Projects	<ul style="list-style-type: none"> Supported the delivery of improvement project to the desired outcome on time Took steps to actively contribute to and help shape Administration processes and systems. Showed support of other team-members to achieve team success

POSITION DESCRIPTION

Authorisation:

This Position Description has been reviewed and approved by the Chief Operations Manager.

People & Culture

Job Evaluation Completed: _____

Position Created:

Organisation Hierarchy Amended: _____