

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Finance, Reporting and Administration Officer	Department	Migration Support Program
Location	Casuarina	Direct/Indirect Reports	0
Reports to	MSP Manager NT	Date Revised	25/09/17
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4		

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis

■ Position Summary

Red Cross Migration Support Programs (MSP) is responsible for coordinating, leading and supporting complex national programs. The overall objective is to provide effective and responsive services to people who are vulnerable as a result of migration, such as those separated by war and disaster, refugees, asylum seekers and immigration detainees.

Red Cross is the lead agency in the delivery of a major national program funded by the Department of Immigration and Border Protection (DIBP).

The role of Finance, Reporting and Administration Officer is critical to enable MSP to adhere to key areas of DIBP contractual obligations. The role will implement standards used in delivery of services to ensure their services are delivered to required standards and in accordance with comprehensive policies and practices. This role is also responsible for overall reporting requirements for local and the national office, which is pivotal in ensuring delivery of consistent reporting and systems use; minimizing duplication, inefficiencies, ensuring streamlined practices within MSP operations on a daily basis and ensuring all payments and income are processed within agreed national systems and processes. The role requires a high level of administrative initiative, attention to detail, good organisation and timeline skills, as well as the ability to handle highly confidential information with discretion, respect and diplomacy.

■ Position Responsibilities

Key Responsibilities

- Oversee State/Territory compliance with the overall DIBP contract including establishing reporting frameworks, maintaining Risk Registers and monitoring contractual KPI for reporting.
- Coordinate with the national Quality & Compliance team on audit implementation of the program at the state/territory level to ensure consistency,
- Implementing and monitoring continuous improvement processes in collaboration with the National Quality and Compliance team.
- Inform future training and the further development of procedures, including financial and program audits.
- Interpretation and dissemination of contract matters to areas of the client services team, operations team and management as required. Internal communication on all contractual matters.

- Provides support to senior management and National office in regard to ensuring contract obligations are met and notify management promptly of any matters that could have adverse effect of Red Cross business.
- Tracking variations to the contract, overseeing related contracts and supplier agreements, liaising with staff to ensure the delivery of the programs comply with contractual obligations as well as Red Cross policy, and ensuring all issues are documented.
- Working in collaboration with the Manager, ensure that the program operates within required parameters and in accordance with approved Red Cross and relevant standards. Provide suggestions/advice to Manager as a subject matter expert.
- Provision of many levels of financial and general administration services and support which may include but is not limited to client/subcontractor payments, reconciliations, invoicing, reallocations and supplier payments, group session coordination and associated cost payments, upkeep of client associated invoicing and payment records in IT systems and databases.
- Liaise with National Finance Department personnel including Accounts Payable to ensure invoices/reimbursements and payments related to all clients/subcontractors/suppliers are appropriately prepared and authorised for payment in a timely and accurate manner
- Weekly reconciliations, payments and spreadsheets as they pertain to operations and compliance with contract schedules
- Prepare various written and financial reports and general correspondence as required
- Maintain and ensure updated and accurate DIBP compliance registers which include assets and as may be determined during the contract period
- Develop, liaise and maintain positive and effective relationships with State and Territory colleagues, DIBP, key stakeholders and MSP colleagues
- Taking minutes of Team Meetings, QMS Meetings & other meetings to relevant to the scope of the role
- Other responsibilities within the scope of the role as reasonably directed by the Manager

■ Position Selection Criteria

Technical Competencies

- Proven highly developed organisational and time management skills and the ability to work autonomously
- Ability to coordinate internal audits and produce high level reports
- Proven experience in Contracts Administration.
- Well developed analytical and reporting skills
- Highly developed communication and interpersonal skills including with people from a wide range of backgrounds
- Experience in applying the principles of Continuous Quality Improvement
- Experience in financial administration and/or business administration
- Ability to efficient implementation and maintain best practice in administrative and financial systems
- Ability to work as part of a team environment with the capacity to work independently and adapt to meet changing organisational needs
- Experience in handling sensitive and confidential material
- A High level of proficiency in MS Office or similar software and experience using databases

Qualifications/Licenses

- A Working with Children check is a mandatory requirement for this role
- Relevant tertiary qualifications, skills and / or experience in public service, business administration, community services or related fields.

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.
- **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.
- **Organisational effectiveness | Managing risk |** Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

■ 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 Code of Conduct 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 3 years thereafter. Police check renewals may be required earlier than 3 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