



POSITION DESCRIPTION

Position: Administration Officer

Program: Eastern Region - 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: 30.40

Duration: Ongoing Fixed Term end date: End date if applicable

Location: Based at Lilydale and will work as required at Anglicare Victoria sites across the Eastern Region

Accountability: This position is directly accountable to the Eastern Region Administration Coordinator

Date: October 2017

INTRODUCTION

At Anglicare Victoria our focus is on transforming the futures of children and young people, families and adults. Our work is based on three guiding pillars, Prevent, Protect, Empower. We offer a comprehensive network of services and seek to ensure the provision of high quality services that will bring about significant improvements in the life experience of the young people, children and families/caregivers with whom we work.

Anglicare Victoria has an official Reconciliation Action Plan (RAP) that bears the Reconciliation Action Trademark. The RAP requires that employees continue to develop their cultural competence so as to maximise opportunities and improved outcomes for Aboriginal and Torres Strait Islander peoples.

OVERVIEW OF PROGRAM

Anglicare Victoria has a regional structure in place for the delivery of the agencies operational, administration and financial services across the Eastern Region.

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

The Eastern Region currently has 3 main service sites located at Box Hill, Bayswater and Lilydale.

POSITION OBJECTIVES

Administration Officers play an integral role in the overall delivery of services by Anglicare Victoria through the provision of professional administration support and customer service across the Eastern Region.

Key objectives of the Administration officer role

- To provide prompt, professional and respectful customer service to staff, clients, volunteers and stakeholders.
- To provide professional administration support to the management, staff and programs across the Eastern Region.

The Regional Administration officers will work under the direction of the Administration Coordinators.

KEY RESPONSIBILITIES

To perform a wide range of professional administration responsibilities including:

- Reception – to provide professional ‘front line’ customer service for clients, staff, volunteers & stakeholders. Reception tasks include – switchboard, front line reception, managing appointments and general enquiries.
- Site – 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.
- General Administration – to undertake a broad range of administration tasks including word processing, preparation of reports & correspondence, mail outs, spreadsheets, data entry, photocopying, filing, client / volunteer file preparation, archiving, organizing catering, purchase of stationary, general site consumables and any other admin tasks as directed.
- Human Resource Administration – to undertake a broad range of administration tasks related to the recruitment and employment of staff including WWCC’s, CHC’s, making interview appointments, staff onboarding & HR data entry.
- Business Technology (BT)/ Property & Infrastructure – to assist with resolving IT, infrastructure, maintenance and equipment issues e.g. photocopiers, phones, computers etc
- Fleet – to oversee and maintain the booking calendars, trip registers, regular vehicle maintenance, service and repairs of fleet vehicles.
- OH&S – to be fully aware and comply with the responsibilities and requirements of the OH&S Act 2004 and related regulations. To assist with implementation and compliance with Anglicare Victoria OH&S Policies & Procedures.
- Regional – to provide Administration support at Anglicare Victoria sites in the Eastern Region as required.

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.

KEY SELECTION CRITERIA

Essential

1. Customer service focus and the ability to interact positively with a wide range of people from diverse backgrounds including all levels of management, staff, Clients and volunteers.
2. Experience working in Administration / 'front line' Reception in the Human Services field
3. Excellent written, oral and interpersonal communications skills.
4. Highly developed time management and organisational skills.
5. Demonstrated ability to work in a dynamic environment, responding flexibly to meet changing needs, priorities and deadlines
6. Ability to undertake multiple tasks at the one time
7. Advanced computer literacy skills in Microsoft Office software; including Word, Excel, publisher, power point and Outlook.
8. Team player who builds effective internal relationships
9. An empathy with Anglicare Victoria's mission and values.
10. Full drivers licence and willingness to drive agency vehicles.

Desirable skills, knowledge, and experience

11. Qualifications and/or experience in Administration or related area.

ADDITIONAL INFORMATION

- 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.