

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Program Officer, Coordination and Support	Department	Community Programs
Location	Sydney, NSW	Direct/Indirect Reports	0
Reports to	Program Quality Lead	Date Revised	Nov 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0025848

### ■ Position Summary

The Project Officer provides high-level administration and coordination support to the State Director and the Program Coordination and Support team. The Project Officer plays a key role in supporting, facilitating and administering the functions of the NSW directorate

This role manages the Receptionist/Admin Officer and ensures that there is adequate coverage of reception at all times.

This role provides finance support across the directorate and looks after the PIMS the Program Information Management System. It supports the management of programs, projects, services, funding and procurement for the NSW Directorate

### ■ Position Responsibilities

#### Key Responsibilities

- Manage the administration and reception area of the NSW office
- Support the Program Coordination and Support Team and the wider NSW Leadership in the implementation and ongoing training and support of data and records management systems
- Manages and coordinates the State Directors diary and travel and processes credit card as well as assisting with phone enquiries
- Assist Managers in budgeting and supports with the Finance Business Partner, monitors budgets and variances include reallocation and follow up, process invoices and raises invoices
- Undertake special projects and produce reports and presentations as required with a special focus on data compilation, reporting and other support
- Identify ways to maximise flow and support the Program Coordination and Support Team and the wider NSW/ACT Leadership team in the adopting, maintaining and improving the IT roadmap
- Provide administration services to meet specific objectives organisation preparation, photocopying compilation and delivery of agenda papers for senior management team meetings and other meetings convened by the State Director
- Manage the NSW/ACT Lounge presence

## ■ Position Selection Criteria

### Technical Competencies

- Ability to work effectively as part of a team within a matrix management structure
- Demonstrated ability in financial administration
- Demonstrated experience in the design, implementation and development of effective and efficient administration systems within a complex service delivery setting
- Strong coordination organisational and administration skills
- Demonstrated ability to work independently and to undertake project work
- Experience in managing both staff and volunteers (highly desired)
- A proactive, enthusiastic team player with a result and deadline orientated focus
- High level of customer service skills, including complaint handling

### Qualifications/Licenses

- Relevant qualification in Finance and or business administration and office management

### Behavioural Capabilities

- **Personal effectiveness | Managing my behaviours |** Demonstrated track record in managing emotions and behaviours and understanding their impact on others. Ability to self-monitor and make improvements to manage own performance.
- **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 | Focussing on clients |** Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **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 Ethical Framework 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 5 years thereafter. Police check renewals may be required earlier than 5 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