

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Administration and Finance Officer	Department	Emergency Services
Location	North Melbourne	Direct/Indirect Reports	Nil
Reports to	Coordinator Operations	Date Revised	Aug 21
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0043541

### ■ Position Summary

The Administration and Finance Support Officer supports the Victorian Emergency Services department. The Administration and Finance Officer is responsible for managing a range of administrative, and finance support responsibilities, often to tight or competing deadlines, with an attention to detail and quality.

### ■ Position Responsibilities

#### Key Responsibilities

- Collect and action accordingly, administration and finance related correspondence, emails and general enquiries
- Support with the preparation of accurate, succinct and compelling reports, and ensure that data is accurate, valid and up to date
- Provide administrative support to senior roles as required
- Provision of financial support services which may include but is not limited to; client/subcontractor payments, reimbursements, reconciliations, invoicing, reallocations and supplier payments, upkeep of invoicing and payment records in IT systems and databases, and cost recovery
- Liaise with local Finance Business Partner and 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 timely and accurate manner.
- Educate and capacity building of Vic ES staff on financial procedures
- Identify and implement improvements to existing procedures
- Ensure personal and sensitive information is managed in accordance with Red Cross policy and procedures
- Assist in emergency activations and/or as State Duty Officer (SDO) as required
- Other responsibilities within the scope of the role

### ■ Position Selection Criteria

#### Technical Competencies

- Excellent customer service and interpersonal skills in managing sensitive information and maintaining discretion
- Highly developed administrative, organisational and communication skills

- Demonstrated ability to quickly learn new systems and processes
- Proven record of reaching timely targets and outcomes
- Able to take responsibility for the prioritization and completion of tasks accurately with limited supervision
- Demonstrated office administration and Microsoft Office skills and proficiency in a range of IT applications, including Outlook, Word, PowerPoint and Excel
- Experience in record management, spreadsheet, information management and database skills
- Highly developed time management skills and ability to prioritise and meet deadlines
- Experience in financial administration, business administration and/or financial roles - desired

### Qualifications/Licenses

- Relevant qualification or experience in administration area
- A Working with Children check is a mandatory requirement for this role

### 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.
- **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 | 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 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.