

ADMINISTRATION OFFICER POSITION DESCRIPTION

ADMINISTRATION EASTERN REGION

At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults. Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

So come and join us at Anglicare Victoria where there is a rewarding career ready for you in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.



Position details

Position	Administration Officer
Program	Administration
Classification	SCHADS Award Level 3 (Clerical and Admin)
Hours	Full Time
Hours per week	38 hours per week
Duration	Ongoing
Location	The incumbent will be based at Box Hill and is expected to work at key service sites across the Eastern region
Reporting Relationship	This position reports directly to the Administration Coordinator, Box Hill
Effective date	November 2020

Overview of program

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

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

The Eastern Region currently has 4 main service sites located at Box Hill, Bayswater, Lilydale and Wantirna.

Position Objectives

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

Key responsibilities

The key responsibilities are as follows but are not limited to:


1.	Reception / Administration – Provide professional ‘front line’ customer service for clients, staff, volunteers and stakeholders including (but not limited to) switchboard, front line reception, managing appointments. Undertake a broad range of administration tasks including word processing, preparation of reports and correspondence, data entry, photocopying, filing, client/volunteer file preparation, archiving, organising catering, purchase of stationery, general site consumables and any other admin tasks as directed. May be required to provide Administration support at other AV Eastern Region sites as required.
2.	Site – ensuring all site areas (reception, meeting rooms, general staff/client facilities etc) are maintained in a tidy and professional state at all times. Undertaking site opening/closing and security procedures.
3.	Fleet – overseeing and maintaining calendars bookings, trip registers, regular vehicle maintenance, service and repairs of fleet vehicles. A full driver’s licence and willingness to drive agency vehicles is required.
4.	Human Resource Administration – undertaking a broad range of administration tasks related to the recruitment and employment of staff including WWCC’s, CHC’s, scheduling interviews, staff on boarding and HR data entry.
5.	Information Technology (IT)/Property & Infrastructure – assisting with resolving IT, infrastructure, maintenance and equipment issues e.g. photocopiers, phones, computers etc.
6.	OH&S – being fully aware and complying with the responsibilities and requirements of the OH&S Act 2004 and related regulations. To assist with the implementation and compliance with Anglicare Victoria OH&S Policies and Procedures.

Key Selection Criteria

The Key Selection Criteria are based on role specific requirements **and** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to **both** a) and b).

a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. The five criteria are to be addressed individually (no more than 2 pages in total).

	1. Tertiary qualifications and/or experience working in Administration/'front line' Reception in the Human Services field. 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. Excellent written, oral and interpersonal communications skills with advanced computer literacy skills in Microsoft Office software including Word, Excel, Publisher, PowerPoint and Outlook.
	3. Highly developed time management, organisational and multitasking skills.
	4. Demonstrated ability to work in a dynamic environment, responding flexibly to meet changing needs, priorities and deadlines. A team player who builds effective internal relationships.
	5. An empathy with Anglicare Victoria's mission and values.

Key Selection Criteria (continued)

b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the **two** capability groups; **Personal Qualities and Relationship and Outcomes** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.

Personal Qualities



Displays Resilience

Thrives in a changing environment. Handles ambiguity.

Maintains a positive attitude and continues to deliver exceptional results in the face of challenging situations.

Has a learning mindset

Shows drive and motivation and a commitment to learning. Strives for continual improvement by looking for ways to challenge and develop.

Brings an innovative approach, fresh thinking and curiosity to develop practical solutions.

Shows cultural awareness

Respects difference in all its forms.

Values diversity as a strength and positively utilises diversity.

Relationships and Outcomes



Puts clients first

Acts to make a real difference in their work.

Is passionate about providing exceptional service to clients, customers and end-users.

Works collaboratively

Collaborates with others and values their contribution. Skilled at building strong and authentic relationships.

Demonstrates technical and professional acumen

Creates distinctive value for clients and Anglicare Victoria by applying a range of technical and professional capabilities to deliver quality outcomes.

Leading People



Manages, coaches and develops people

Engages, motivates employees and volunteers to develop their capability and potential.

Inspires direction and purpose

Creates a positive and engaged team environment.

Communicates goals, priorities and vision and recognise achievements.

Leads change

Leads, supports, promotes and champions change, and assist others to engage with change.

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

Cultural Safety in the Workplace

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

Conditions of employment

- 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.

Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name: _____

Signature: _____

Date: _____