

## POSITION DESCRIPTION

### Senior Administration Support Officer

#### ABOUT UNITING

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

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At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

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#### ABOUT THE ROLE

##### Role Purpose

The NDIS Partners in the Community Program for Local Area Coordination (LAC) Services works in partnership with the National Disability Insurance Agency (NDIA) to assist people with disability, their families and carers to achieve tangible outcomes, exercise choice and control and engage with the National Disability Insurance Schemes (NDIS).

Your role as Senior Service Area Support Officer is to lead the administrative and operational support for LAC Services across your service area. You will inspire and motivate your team of Service Area Support Officers to provide timely, quality and innovative services consistent with performance expectations and in an ever changing environment. You will support the Service Area Manager with their administrative requirements and in delivering the outcomes and meeting the requirements contained in the NDIA contractual agreement along with the Uniting and LAC Services strategic and operational plans.

## ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Service Area Leadership team through the following:

- Provide consistent and visible leadership in WH&S behaviours and actions within the team and department, and ensure there is a safe working environment and that staff are properly trained to be able to work in a safe manner.
- Work closely with the Service Area Manager to translate business and strategic objectives into targets, tactical plans and action steps which team members can effectively implement.
- Take responsibility for ensuring that team members have the necessary resources and capability to deliver high quality work. Regularly assess team member performance, set objectives and establish active development plans
- Understand industry trends and commercial implications, and demonstrate knowledge of the impact department advice has on the other Directorates in Uniting
- Contribute to the development and evaluation of changes and improvements to the services provide by the department/team and ensure that changes support the viability of Uniting.
- Confidently establish and maintain a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.
- Complete mandatory training for the position as designated by Uniting and the NDIA, and continue ongoing professional development. Keep up to date with Uniting and NDIA changes.
- Deliver key performance indicators as agreed upon by Uniting and the NDIA

As the Senior Administration Support Officer your role specifically will:

### Sector and Organisation Purpose and Values

- Demonstrate a deep knowledge and application of human rights based approaches in the disability sector.
- Demonstrate a deep knowledge and application of the Uniting vision, values, strategic and business plans and the service offerings of Uniting
- Demonstrate alignment with NDIA Purpose and Values

### Service Delivery

- Deliver services in line with Uniting culture that promotes a person centred approach and outcomes, reflecting the right of people with a disability to exercise choice and control over all aspects of their lives
- Have a sound understanding of the NDIS participant pathway and the ILC Policy Framework
- Lead the delivery of exemplary customer service provided by your team through a variety of channels (e.g. face to face and via telephone)
- Ensure service area staff employment information is current and correct on Preceda and LAC SharePoint and that correct processes are followed when employees start with and exit from Uniting
- Manage all assets and security items (e.g. keys, swipe cards) issued by Uniting and the NDIA, and maintain records to show current status at all times
- Ensure that all service area staff are appropriately resourced with information and functional equipment to perform their roles. This will include the troubleshooting of IT issues

- Direct and complete a range of activities to ensure that all sites are safe, fit for operational purpose, are clean and look professional
- Coordinate the booking, maintenance, record keeping and insurance claims in relation to the fleet vehicles in the service area
- Organise and set up events
- All travel and accommodation booked in a timely and accurate fashion
- Manage confidential and sensitive information
- Undertake other duties as requested by the Service Area Manager consistent with the general nature and responsibilities of the position.

## Leadership/Teamwork

- Be an active member of Uniting and the Service Area Leadership team, adhering to organisational expectations outlined in Uniting policies and procedures and **contributing positively to the team's plans, goals, work environment and culture**
- Lead and manage a mobile team and ensure they are constantly engaged and connected with each other through a range of communication and leadership styles
- Work as an effective leader including setting objectives, managing performance, and coaching and developing team members
- Provide operational and procedural direction to the Administration Support Officers to ensure the administrative requirements of the service area are met
- Manage resources effectively within the team to ensure quality service is delivered safely, efficiently and in line with Uniting policies and procedures (e.g. leave, vehicle use, working safely in the community)
- Lead others in engaging with change constructively

## Financial Management

- All financial transactions processed accurately, timely and through the appropriate method in the service area
- All items on PCards reconciled within 30 days of incurring expense

## Reporting, Standards and Continuous Improvement

- Understand the impact on work practices of Uniting policies and procedures, including Code of Conduct and Safety policies and procedures, as well as relevant government legislation and standards
- Lead your team to provide services that address customer and organisational needs and that are in alignment with Disability Standards and support quality and safeguarding frameworks including the LAC Quality Management Framework
- Facilitate the coordination and exchange of accurate information and reporting between the service area, LAC Operations, Uniting and NDIA
- Ensure complaints and incidents are addressed promptly, escalated if required and resolved
- All complaints, incidents and feedback captured accurately in the appropriate Uniting and NDIS IT Business system, and all corrective actions arising from these and other continuous improvement opportunities are applied
- Monitor and ensure that business processes, standards, training and documentation requirements are consistently met across the service area to achieve required outcomes
- Ensure adherence to reporting, documentation and business administration requirements

## Stakeholder Relationships

- With the Service Area Manager, identify and develop strategic, collegial and productive relationships across all LAC teams and with other Uniting business units to ensure the best outcomes for customers, Uniting and LAC staff
- Professionally represent Uniting when dealing with all stakeholders
- Ensure the Service Area Leadership team is provided with timely information to support decision making and operational processes
- Maintain collaborative relationships with external parties such as the NDIA, contractors and suppliers to successfully achieve the administrative and operational requirements of the service area

## Innovation and Co-design

- Demonstrate commitment to best practice approaches
- Ensure resourcefulness and creativity are enabled across the team to allow for innovative solutions to better assist customers and the service area
- Apply critical thinking to consider the workability of different ideas and apply the appropriate problem solving and decision making tools
- Lead your team to ensure that lessons learnt, feedback and review are included in the continuous improvement of work practices

## Communication

- Use effective communication, negotiation, relationship building and interpersonal skills to carry out service delivery activities within LAC Services
- Use a range of communication and influencing techniques to effectively handle complex, sensitive matters involving a range of people including staff, customers and community stakeholders including the handling of complaints
- Follow the LAC Stakeholder and Engagement Communication Matrix in relation to key internal and external stakeholders and interested parties
- Enter data and record information accurately on the NDIA IT Business System and Uniting systems
- Coordinate meetings including compiling meeting papers, agendas and other information and distribution of minutes

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## ABOUT YOU IN THE ROLE

As a staff member of Uniting, you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity. You are committed to respecting children and taking action to keep them safe.

**Your directorate:** Mission, Communities and Social Impact  
**You'll report to:** Service Area Manager

To be successful in this role, you must fill the below **mandatory requirements**:

- Working with Children Check clearance
- National and State Criminal History Check clearance
- Have a valid driver's license
- Be able to work flexibly to potentially include after-hours and weekends
- Be able to travel within and between Uniting LAC Service Areas as required

## YOUR KEY CAPABILITIES

### People Leadership

- **Delivers performance through others** - Clearly delegates and assigns responsibility, evaluating performance along the way.
- **Creates and builds the capability of our people** - Enriches Uniting's overall capability through selection, feedback & the development of excellent people
- **Builds diverse, highly engaged teams** - Builds effective teams with the morale and capability to cope with change effectively.

### Business Leadership

- **Demonstrates Business Acumen & Delivers Results** - Understands Uniting's business, market and competitors and drives to deliver ever improving results.
- **Develops and Grows the Business** - Understands the changing market landscape and positions Uniting for growth.
- **Reaches Commercial Decisions** - Makes effective commercial decisions with the information, time and resources available

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## YOUR QUALIFICATIONS & EXPERIENCE

### Qualifications:

No formal qualification are required for this role.

### Experience:

A minimum of two years' experience supervising a team.

A minimum of five years' experience in office administration and/or customer service roles.

You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems. It is expected that you will possess good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

You will be highly proficient in using Microsoft Office programs such as Outlook, Word, Excel and PowerPoint; and online platforms such as SharePoint.

### Even better:

- Certificate/Diploma in Business Administration
- Experience in office management and/or personal assistant roles
- Have a sound knowledge of the complex needs of people with disability and their families along with effective service models
- More than 12 months experience working in the community sector

Employee Name:	Insert employee name	Managers Name:	Insert manager's name
		Title	Insert manager's title
Date:	Insert date	Date:	Insert date
Signature:		Signature:	