



POSITION DESCRIPTION



POSITION TITLE:		Connie Benn Centre Customer and Business Support Senior Officer			
POSITION NO:		702701	CLASSIFICATION:		Band 5
DIVISION:		Community Wellbeing			
BRANCH:		Family Youth and Children's Services			
UNIT:		Connie Benn Centre			
REPORTS TO:		Connie Benn Centre Coordinator			
POLICE CHECK REQUIRED:	YES	WORKING WITH CHILDREN CHECK REQUIRED:	YES	PRE-EMPLOYMENT MEDICAL REQUIRED:	No

Yarra City Council committed to being a child safe organisation and supports flexible and accessible working arrangements for all.

This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.

We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

POSITION OBJECTIVES

The position has a key role in providing systems and service support for the Connie Benn Centre. Specifically this position will:

- Provide efficient and effective administrative and operational support to the Connie Benn Centre Coordinator in order to ensure efficiency and effectiveness in the management of facilities.
- Implement and co-ordinate the administrative processes and procedures undertaken by the services and activities delivered at the Connie Benn Centre.

- Administer functional requirements of the Connie Benn Centre including coordination of responses to maintenance requests, invoicing and coordination of payments.
- Responsible for ordering and payment of consumables, equipment, tools and furniture as directed by the Connie Benn Centre Coordinator.
- Ensure an effective interface for the Centre internally and externally through the provision of responsive professional services.
- Network and build relationships with Connie Benn Centre stakeholders, services, programs and projects.
- Provide operational input into the planning and development of systems and solutions to manage Connie Benn Centre projects.
- To support and contribute to an integrated service delivery model.

ORGANISATIONAL CONTEXT

The Municipality is committed to efficiently and effectively servicing the community to the highest standards, protecting, enhancing and developing the City's physical and social environment and building the population and business base. A major imperative of the Organisation is the introduction of a best value framework with an emphasis on customer service and continuous improvement.

The City of Yarra has a long and highly respected history in the provision and support of Family, Youth and Children's Services. Yarra is an inner city municipality with an extremely diverse and sometimes polarised community. Community expectations and needs in regard to planning for Family and Children's Services are varied and often complex relating to economic, social political and community considerations.

The Family, Youth and Children's Services Branch forms part of the Community Wellbeing Division that contributes directly to the achievement of organisational goals. As a member of the Family, Youth and Children's Services Unit the incumbent is required to pursue Branch, Divisional and corporate goals in the planning and development of a family, youth and children's service system for Yarra. Furthermore, the incumbent is expected to develop sound working relationships with a range of internal and external parties.

The Family, Youth and Children's Services Branch consists of the following units:

- Youth and Middle Years: Planning and provision of a range of supporting, developmental and skill based services for young people in line with Council's Youth Strategy. Provision of Out of School Hours Care, Vacation Care and the planning and development of effective and innovative solutions to meet the growing needs of young people in the middle years (8-12 years).
- Children's Services (Long Day Care, Kindergarten, Out of School Hours and Care, Central Registration, Occasional Care, Pre School Advisor)
- Family Services (Youth Services, Family Support and Maternal and Child Health and Enhanced Maternal and Child Health and Immunisation).

- Service Planning and Development (Strategic planning, service enhancement, quality assurance processes, professional development and training, policy development and resourcing and support to services across the municipality).

Yarra City Council has assumed full operational control of the Connie Benn Centre in July 2013. The Family, Youth and Children's Services Branch has a key role in the establishment and ongoing provision of the early childhood education and care (kindergarten, long day care and occasional care), maternal and child health services as well as the community development and liaison within the Atherton precinct.

CONNIE BENN CENTRE

The Connie Benn Centre is a fully integrated service working on principles of social inclusion that are embedded in a social neighbourhood and service network. The Connie Benn Centre aims to raise healthy children, support stronger families and build more connected communities that respond to a broad range of community needs.

Programs to be delivered from the Connie Benn Centre include an Early Learning Centre, Maternal and Child Health, playgroups, parent activity groups and a range of other support services for children and families.

This new service will build upon and enhance City of Yarra's existing suite of established local services.

The Connie Benn Centre takes an integrated view of children and families, work and community life and works to achieve genuine social inclusion of the local residents in the social and economic life of the community.

ORGANISATIONAL RELATIONSHIP

Position reports to:	Connie Benn Centre Coordinator
Internal Relationships:	The incumbent will liaise with staff at all levels within the organisation including Councillors, Chief Executive Officer, Directors, Managers and other Council staff, as required. The incumbent will work closely with the Connie Benn Centre staff.
External Relationships:	The incumbent will be required to maintain professional relationships with a range of Government agencies, statutory authorities, contractors, service providers, community groups and other facility users at the Connie Benn Centre.

KEY RESPONSIBILITY AREAS AND DUTIES

This role will be based at the Connie Benn Centre and the incumbent will participate as a member of the Family, Youth & Children's Services Branch within the Community Wellbeing Division. Reporting to the Connie Benn Centre Coordinator, the incumbent will be responsible for assistance and management of a range of activities, services and projects related to the Centre including:

1. Provide efficient and effective administrative and operational support ion the management of Centre facilities:

- Handle booking enquiries and manage bookings for Connie Benn Centre meeting spaces in accordance to the Priority of Access Guidelines.
- Ensure that the User Guidelines are adhered to by all users of Centre facilities.
- Maintain bookings and event management systems, monitor post-event reports and provide information and data as required.
- Set up meeting rooms and events as needed.
- Liaise with internal and external users of the Connie Benn regarding requirements for the use of Centre facilities.
- Liaise with the Venues and Events, Building and Maintenance and other Council areas as required.
- Coordinate the day-to-day operational relationships involved in liaising with external contractors, booking of community spaces and use of shared areas.
- Liaise with internal and external service providers to ensure all maintenance requirements are managed with minimal disruption to customers or staff.
- Monitor building and equipment maintenance and report maintenance issues in a timely manner.

2. Develop, implement and coordinate the administrative processes and procedures for the Connie Benn Centre

- Work in partnership with administration staff within the Branch and the Connie Benn Centre to provide quality customer service through innovation and continuous improvement approaches to the delivery of responsive telephone support, inquiry management and administration tasks.
- Organise meetings, appointments, events, and undertake associated follow up work as requested.
- High level and accurate preparation of correspondence, submissions, minutes of meetings and memoranda, to meet the organisations style guide requirements.
- Participate actively to the regular team meetings relevant staff meetings at Connie Benn to ensure all are informed of organisational requirements.
- Format Council reports and other public documents for distribution to meet organisational style requirements.
- Manage and maintain the electronic and hard copy filing system that is easily accessible, updated and archived on a regularly basis.
- Keep up to date with Word, Excel and PowerPoint programs and provide advice to the Coordinator on the technical implementation of these programs.
- Ensure scheduled reports and follow up for the Branch and Council business cycle are completed within set timelines.
- Record, prepare and distribute minutes from meetings in a timely and professional manner.
- Prepare promotional material and publicity ready for printing.
- Advise the Connie Benn Centre Coordinator on matters pertaining to the effectiveness of office systems and other relevant matters.

- Ensure all Connie Benn Centre staff follows procedures regarding internal and external mail requirements.
- Develop, maintain and update databases, mailing lists, subscriptions, resource files and records.
- Coordinate and develop a systematic approach for photocopying, mail -outs and filing for the Centre.
- Be available to provide generalist administration support to the Customer and Business Support team (through the Coordinator).
- Check attendance record sheets and liaise with the Administration Team Leader of the Branch to ensure Payroll receives all required paperwork in a timely manner.
- Assist the Coordinator with the development, monitoring and reporting of KPIs and Council Plan and Services Plan commitments.
- Undertake other duties as required.

3. Fees and purchasing

- According to Centre standards and guidelines, prepare invoices and administer receipt of payment for hire of facilities.
- Administer the identification and acquisition of Centre equipment and furniture.
- Identify and administer supply of office consumables for the Centre as required.
- Co-ordinate planning and purchasing of stationery and other supplies across the Connie Benn Centre to minimise cost and improve service to staff.
- Liaise with current and prospective users of Connie Benn facilities regarding fees / debt processes as required by Connie Benn Centre Coordinator.
- Assist in the processing of purchase orders and ensure timely payments of accounts.

4. Finance and funding

- Report to the Connie Benn Centre Coordinator on administrative expenditure relating to the Coordinator's budget area and ensure approval for use of cost codes.
- Coordinate the administration of the monthly reconciliation process.
- Coordinate and assist when directed the raising of purchase orders for the Connie Benn Centre and any follow up that may be required.
- Contribute to the development of the budget for the Connie Benn Centre.

5. Ensure an effective interface for the Connie Benn Centre internally and externally through the provision of responsive customer service

- Provide leadership and model good professional practise to the administration staff team for the Connie Benn Centre and the Branch.
- Provide high level customer service to community groups, residents and other internal units of Council and key stakeholders at the Connie Benn Centre at all times.
- Provide accurate and timely information and assistance to staff, the general public, contractors, clients and other Centre stakeholders relating to the services provided by the Centre.
- Provide support to the Connie Benn reception when required.

6. Provide project administration support for the Connie Benn Centre

- Provide administration support and assistance for the Connie Benn Centre on project management and assist in the development of project documentation for projects within the Branch/Division.
- Be the primary point of contact for project team and all stakeholders involve in the project.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The Connie Benn Centre Administration Officer:

- Reports directly to the Connie Benn Centre Coordinator regarding the Key Responsibilities outlined above.
- Authorisation to sign delivery dockets, receipts for cheques.
- Is responsible for maintaining high-level implementation of Yarra City Council business systems and administrative procedures. Work is performed to specific guidelines under minimum supervision.
- Will supervise administration officer placements from time to time responsible for general administration that are tasks for the Branch.

Safety & Risk

- Role model a safety and risk management culture, and minimise risk to self and others and support safe work practices through ensuring adherence to legislative requirements and Council policies and procedures.
- Initiate or support the development and training of appropriate safe work practices for all new processes or equipment.
- Conduct on-site safety and risk training and inductions.
- Identify hazards, assess, report and investigate incidents, train staff and where practicable, resolve any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Ensure consultation with staff on OH&S issues as early as practicable, and include Safety and Risk in all team meeting agendas.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures in order to meet this commitment

Sustainability

- Role model and assist all employees to embrace the following Sustaining Yarra principles in their day to day work:
 - Protecting the Future
 - Protecting the Environment
 - Economic Viability
 - Continuous Improvement
 - Social Equity
 - Cultural Vitality
 - Community Development
 - Integrated Approach

Yarra Values

- Role model behaviour which exhibits the following values which underpin our efforts to build a service based culture based on positive relationships with colleagues and the community. Include conversations about living the values in performance development reviews.
 - Teamwork
 - Integrity
 - Respect
 - Accountability
 - Innovation

Vision for Connie Benn Centre

There is a vision for Connie Benn Centre to deliver an integrated family and children's services to the local community to ensure:

- a) Social Inclusion - involving the development of personal capabilities for full participation;
- b) Accessibility - involving the ability to access the right service at the right time;
- c) Affordability - in that cost is not a barrier to participation;
- d) Innovation - involving new ways of addressing difficult issues;
- e) Advocacy - involving broader representation of needs;
- f) Capacity Building - involving supporting development of community skills and strengths;
- g) Research - involving practice underpinned by research and evaluation of practice;

JUDGEMENT AND DECISION MAKING:

- The Connie Benn Centre Administration Officer is responsible for day-to-day decisions regarding the administrative requirements of the Centre within set policies, procedures, guidelines and legislation in all key responsibility areas.
- Creativity, initiative, and personal discretion are required.

KEY COMPETENCIES

Functional / Management Skills

- Ability to plan, prioritise and organise work within a set timelines and in an environment of change and conflicting demands.
- A working knowledge of local government and an understanding of how other levels of government function.
- Ability to interpret and reformat information.
- Knowledge of meeting procedures.
- A well-developed knowledge of protocol.
- Ability to work with a minimum of supervision.
- Knowledge of administrative systems and the ability to design develop and implement improvements.
- Highly developed PC/word processing skills, that is, to advanced level for Word Excel and PowerPoint.
- High level systems management.

Specialist Skills and Knowledge:

1. Administrative systems

- Highly developed PC/Word processing skills including experience in Word, Excel, and other relevant software application packages. Understanding of Power Point and Desktop Publishing.
- Knowledge of administrative systems and the ability to review develop and maintain such systems.
- General knowledge of computer hardware an advantage.
- Excellent time management skills, ability to meet deadlines and prioritise competing work demands.
- Written skills for preparation of correspondence, briefing notes, memoranda, minute taking etc.
- Ability to process accounts and invoices for Management approval.
- Filing and tracking correspondence.

2. Management Skills:

- Ability to plan, prioritise and organise work in accordance with established timelines and in an environment of change and conflicting demands.
- Ability to supervise generalist administrative staff and volunteers as required.
- Ability to identify, initiate and recommend improvements to the administrative procedures to the Connie Benn Centre Coordinator.
- Ability to contribute to the strategic direction of the Centre.
- Ability to demonstrate innovative approaches to work systems and procedures.

3. Interpersonal Skills

- Initiative and the ability to work with the minimum of supervision.
- A commitment to high quality customer service both directly and over the phone including the ability to respond to all enquiries in a professional manner
- To provide an effective interface for the Connie Benn Centre Coordinator with the public through responsive customer service.
- Ability to effectively deal with all levels of staff within the organisation, particularly the staff team located at the Connie Benn Centre and the ability to deal effectively and appropriately with external organisations, families and community members.
- Excellent time management skills.
- Well-developed capacity for political sensitivity and awareness.
- A commitment to service quality and the ability to respond to all enquiries in a professional manner.
- The ability to work with a minimum of supervision and as part of a team.

4. Project Administration Skills

- Highly skilled in the use of the Microsoft Office products, including good knowledge of MS Project, MS Word, MS Excel and MS PowerPoint
- Understanding of Project Management methodologies and practices
- Well-developed project administration skills, including the ability to take responsibility for the administration aspects of projects with limited supervision.

QUALIFICATIONS and EXPERIENCE:

- Relevant administrative training e.g. Secretarial College, TAFE or VCE studies.
- Victorian Certificate of Education or equivalent is a minimum - a relevant undergraduate qualification will be well regarded.
- Experience in a comparable position at other levels of government or in the private or community sector or other demonstrated relevant experience.
- Experience in a local government or community services environment would be an advantage, but is not essential.

KEY SELECTION CRITERIA

1. Relevant qualification in business management or administration highly desirable.
2. Experience in the delivery of high level administrative support and customer service in a complex organisational setting.
3. Knowledge and practical experience in the Microsoft suite, venue booking system, electronic filing systems, SHAREPOINT or similar, finance and procurement systems and other programs and services related to the delivery of business and administrative support.
4. Strong and effective written and verbal communication skills.
5. Proven ability to plan and organise work within tight deadlines and to take responsibility for high level support of projects.
6. Capacity to work collaboratively with a diverse range of organisational and external stakeholders.