

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Admin and Finance Officer – COVID-19 Response	Department	Migration Support Programs
Location	Melbourne	Direct/Indirect Reports	Nil
Reports to	Program Coordinator - MSP	Date Revised	Jun 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0018253

### ■ Position Summary

Australian Red Cross' Migration Support Programs works to assist migrants in transition to ensure they have their humanitarian needs met and are participating and included in Australian society. We seek to support people who are particularly vulnerable due to their circumstances, for example, people seeking protection, with restricted access to support and services, or vulnerable to exploitation. We work directly with those seeking help, irrespective of their legal status, their background, or how they arrived in Australia. Australian Red Cross also works to directly contribute to the Red Cross Red Crescent Movement's increased impact on migration across the world.

Red Cross has worked in this area for over 25 years, providing assistance and protection to migrants, people seeking asylum, refugees, people in immigration detention, people who are stateless, people who are trafficked or subject to forced marriage, and separated family members, according to their humanitarian needs. The focus of our work is to prevent and reduce the vulnerability of migrants, to protect them against abuses, exploitation and denial of their rights, and to facilitate opportunities to build on their strengths, and contribute to their communities.

Red Cross is responsive to the changing context and needs of migrants, and integrated in service delivery, activation and influence. We are connected locally, nationally and globally through our networks across the Red Cross Red Crescent Movement, the community, businesses and government sectors. Migration Support Programs operates within an ongoing, adaptable model to ensure relevance and impact.

In response to COVID-19, Red Cross is working alongside the Victorian Government to provide additional financial support for vulnerable Victorians who are on temporary visas and experiencing financial hardship as a result of the pandemic.

The Admin and Finance Officer will be responsible for managing a diverse range of administrative responsibilities, often to tight or competing deadlines, with an attention to detail and quality. The role will support with ensuring a timely delivery of financial payments.

### ■ Position Responsibilities

#### Key Responsibilities

- Provision of many levels of financial and general administration services and support which may include but is not limited to client/subcontractor payments, reconciliations, invoicing, reallocations and supplier payments, group session coordination and associated cost payments, upkeep of invoicing and payment records in IT systems and databases
- Coordinate and provide administrative support to senior roles in the project

- Prepare high quality written materials, correspondence, faxes, mail merge etc. in accordance with organisational standards and timeframes
- Organise meetings, training sessions and resources for staff working remotely
- Educate and capacity building of MSP staff on financial procedures.
- Assist in preparing agendas, tele-conferencing, minute taking and distributing actions
- Contribute to collecting, collating and maintaining database records including asset management and staff records
- Identify and implement improvements to existing procedures
- Ensure personal and sensitive information is managed in accordance with Red Cross policy and procedures
- 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.
- Collect and action accordingly, administration and finance related correspondence, emails and general enquiries pertaining to all aspects of the program.
- Weekly reconciliations, payments and spreadsheets as they pertain to operations and compliance with contract schedules.
- Ensure assets and resources are managed and procedures for their maintenance and usage are kept up to date
- Work collaboratively and flexibly with other program support positions and to create a positive working environment for all. Support in processing pay runs in a timely and accurate manner
- Support with the preparation of accurate, succinct and compelling reports
- Ensure that data is accurate, valid and up to date
- Actively contribute to a positive work environment culture
- 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
- Ability to work as an effective member of multiple teams
- Highly developed administrative, organisational and communication skills, including exposure to project management
- Experience in financial administration, business administration and/or financial roles
- Ability to implement and maintain best practice administrative and financial systems in an efficient and effective manner
- 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 wide range of IT applications, including Outlook, Word, PowerPoint and Excel
- Experience in record management, spreadsheet, information management and database skills
- Experience and/or ability to follow and implement organisational policies and contractual requirements relevant to the community services sector
- Highly developed time management skills and ability to prioritise and meet deadlines
- Demonstrated cultural competence and the ability to work with people from diverse backgrounds.

### Qualifications/Licenses

- Desirable qualification in Information and Data Visualisation
- Minimum relevant Cert IV certificate in business/finance administration and/or relevant experience
- A Working with Children check is a mandatory requirement for this role.

## Behavioral 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 | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **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.
- **Organisational effectiveness | Innovating and improving** | Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.
- **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 behavior 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.