

ADMINISTRATION ASSISTANT POSITION DESCRIPTION

ADMINISTRATION SERVICE GIPPSLAND 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 Assistant
Program	Administration Service
Classification	A6Y3 (SCHADS Award Level 4 (Clerical and Admin))
Hours	Full Time
Hours per week	38
Duration	Fixed Term
Fixed term end date	31 st January, 2021
Location	Bairnsdale with occasional travel across the Gippsland region to perform duties at other Anglicare Victoria sites
Reporting Relationship	This position reports directly to the Regional Administration Manager and Regional Accountant
Effective date	March 2020

Service Information

Anglicare Victoria has a regional management structure in place for the delivery of the agencies' strategic, operational, administration and financial services across the Gippsland Region.

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

Position Objectives

The position plays an integral role in the overall delivery of services by Anglicare Victoria through the provision of professional administration support and customer service across the Gippsland Region

1.	Reception – to provide professional 'front line' customer service for clients, staff, volunteers & stakeholders. Tasks include – switchboard, front line reception, managing appointments and general enquiries.
2.	General Administration – to undertake a broad range of administration tasks and any other administration tasks as directed.
3.	Bookkeeping – to process accurate and timely records and reconciliation of financial data, including data entry and reports. Provide ongoing training and support to staff for Converga inquiries. Provide timely service to the broader Gippsland finance requirements.

Key Responsibilities

1.	Provide high level customer service support ensuring prompt, professional and respectful service to customers, clients, program staff, managers, central office staff and all external agencies via face to face, phone and correspondence communication methods.
2.	Manage the public entry reception area, attending to all enquires including operation of the switchboard, taking messages, redirection of calls, provide intake and all associated tasks to meet the needs of all customer groups and service consumers.
3.	Populate and maintain databases & spreadsheets to communicate key information to managers and staff.
4.	Provide high level administrative support to the region including but not limited to: schedule meetings, develop agendas, take minutes and distribute these for internal and external committees. Collation of business documents, manage travel and other department arrangements and events, produce complex documents and presentations using all MS office applications and internal program specific applications. Liaise and disseminate information and perform any other administrative duties as requested.
5.	To provide prompt, professional service to internal and external customers in relation to financial services provided by Anglicare Gippsland. To attend to financial tasks in a timely and accurate manner according to the quality standards set within the organisation.
6.	Ensure hard copy and electronic data is correctly archived and catalogued.
7.	Collection and recording of sensitive material to ensure strict confidentiality is maintained when providing secretarial support to Anglicare Victoria Programs.

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).

 <p>Role Specific</p>	1. Qualifications as Administrative Support Worker Certificate III or equivalent practical experience
	2. Customer service focus and ability to interact and communicate positively with a wide range of people from diverse backgrounds and liaise with all levels of management and staff.
	3. Knowledge and experience in operating systems for accounts payable, receivable and banking. Knowledge of Converga highly desirable.
	4. Capacity to work autonomously whilst contributing effectively to, and being an integral member of, a focused and motivated central team
	5. Strong capability in MS Office and some capability in Desktop Publishing and Graphics software packages
	6. Well-developed interpersonal skills characterised by warmth and maturity, with a level of resilience to handle challenging and at times emotional discussion and issues.

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.
- A current Victorian Driver's license is essential.