

POSITION DESCRIPTION – ADMINISTRATION OFFICER

Position Title	Administration Officer	Department	Young Parents Program
Location	Randwick	Direct/Indirect Reports	None
Reports to	Program Manager	Date Revised	November 20

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis.

■ Position Summary

Australian Red Cross Young Parents Program (YPP) works to ensure best outcomes for children and families by improving the capacity of young parents with complex needs aged 13 to 25, to live and parent independently.

The Administration Officer is responsible for providing competent and professional support to the YPP Manager, Team Leaders and staff. Key tasks include providing administrative support to staff and volunteers, office management, finance accounts and record keeping, reporting, WHS (across 2 properties) organisation of events and functions as well as liaising with members, volunteers and staff. This role ensures high quality office management and resourcing required for effective and efficient program operations, including managing the central phone to ensure the provision of prompt and efficient customer service to internal and external stakeholders.

■ Position Responsibilities

Key Responsibilities

- Ensure daily administrative tasks are completed to a high standard which support the functioning of the program (mail collection, postage, file management, copier management, courier deliveries, stationery ordering, management of property cleaning, fleet and asset management, grocery ordering, telephone system, record keeping systems etc.).
- Induct new staff into the program for administration procedures and WHS (including an introduction of IT systems, key allocation, staff parking, car booking system, admin onboarding etc.).
- Maintain accurate financial records and undertake financial duties (e.g. petty cash and cheque reconciliation, banking, invoice payments and requests, income allocation, client payments) according to Red Cross procedures and in line with budget and in compliance with funding agreements.

- Review and implement systems to maintain data reliability and integrity in order to provide quality information to staff.
- Complete program enquiries/referrals prior to handing over to team leaders for assessment, correspondence and general enquiries, providing reception support and appropriately responding to clients and internal and external stakeholders including direct client support as required.
- Support booking/co-ordinating: training for staff and volunteers and maintain training register; supervision schedules; prepare agenda and minutes for All Staff meeting.
- Coordinate events and functions including Recognition Ceremony, planning days, staff farewells, team meetings, training and any other event or function as required. This includes venue hire, catering, collating training or promotional materials.
- Co-ordinate communication with volunteers and members.
- Ensure compliance with all Red Cross policies (such as WHS, child protection), legislation and accreditation standards.
- Assist the team with other tasks as required.

■ Position Selection Criteria

Technical Competencies

- High level administration and organizational skills.
- Ability to prioritise work load, organise own work environment, and demonstrated capacity to be proactive and show initiative.
- Demonstrated ability to be flexible, with highly developed written and verbal communication and interpersonal skills.
- Demonstrated financial skills and knowledge.
- Demonstrated advanced computer skills including EXCEL, MS Office, spreadsheet, publishing and data base skills.
- High level customer service skills required to work effectively with a broad range of people.
- Ability to work effectively as part of a team environment, including remote teams.
- Highly developed planning, problem solving, organisational and time management skills.
- Experience in community services or related fields an advantage.

Qualifications/Licenses

- Certificate level qualifications in Administration or Community Services
- A Working with Children check is a mandatory requirement for this role
- Drivers Licence
- First Aid

Behavioural Capabilities

- **MODEL | Value Diversity | Promotes respect for diversity and human dignity**

Appreciates the diversity of Red Cross' people and clients | Considers the impact of words and behaviour when interacting with others | Is sensitive to others feelings | Listens to and acknowledges others thoughts and feelings

- **THINK | Investigate, Analyse and Make Decisions | Seeks information and analyses evidence and data to make decisions**

Asks the right questions to get information | Checks data for relevancy, accuracy and completeness | Gathers data to diagnose a problem | Makes evidence-based decisions

- **ACHIEVE | Plan and Implement | Effectively scopes, plans and implement work activities**

Clarifies individual work expectations and objectives | Understands the relationship between various work activities | Understands basic project management methodology | Effectively plan, implement and monitors own work plan | effectively manages own time

- **COLLABORATE | Share Information and Communicate Effectively |**

Shares information consistently and transparently | Proactively shares information and ideas | Actively listen to aid understanding | Ensure others have a chance to offer a point of view | Asks questions to clarify situation | Encourages others' point of view

■ 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 Code of Conduct and Child Protection Code of Conduct
- Comply with the Work Health and Safety management system
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Undertake a police check prior to commencement and every 3 years thereafter
- 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