

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Administration Officer	Department	Community Programs
Location	Based in Alice Springs with some travel to Tennant Creek	Direct/Indirect Reports	Nil
Reports to	Community Development Team Leader	Date Revised	Sep 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0022529

■ Position Summary

Australian Red Cross in Central Australia delivers programs supporting vulnerable community members in Alice Springs and Tennant Creek. Programs are coordinated by a team of 5-6 paid staff, and delivered by a voluntary workforce.

The Administration Officer is responsible for providing competent and professional support to the Regional Manager, Team Leaders and Project Officers across Alice Springs and Tennant Creek. Key responsibilities include setting up and maintaining operational processes which ensure the smooth functioning of two work suites; providing secretariat support, financial accounts and record keeping, coordination of property and fleet requirements, supporting recruitment and training and organization of events and functions as well as liaising with members, volunteers and clients.

Areas of organizational focus include; supporting vulnerable migrants, increasing resilience in times of emergencies and natural disasters, enhancing outcomes for people impacted by the justice system and walking alongside Aboriginal and Torres Strait Islanders.

■ Position Responsibilities

Key Responsibilities

Administration and Office support

- Secretariat support to Red Cross and cross-agency meetings
- Review and implement systems to maintain data reliability and integrity in order to provide quality information to staff
- Organise regional vehicle maintenance and management
- Coordinator building security and maintenance
- Deliver appropriate workplace health and safety measures
- Attend to correspondence and general enquiries (email, phone and face to face)
- Provide general office assistance including but not limited to: organising office and building supplies, mail freight and room bookings and administration of the organisations local multimedia platform in line with communication guidelines
- Other administrative tasks as required.

Program Support

- Meet and greet visitors and direct them appropriately
- Coordinator Trauma Teddies receipt and delivery
- Support volunteer engagement and recruitment activities including but not limited to; advertising, maintain accurate volunteer workforce database
- Coordinate training and other events i.e., venue hire, logistics, RSVP's
- Coordinate and maintain accurate program delivery and training records
- Project support including but not limited to; planning, scheduling and reporting.

Financial Management

- Ensure effective implementation of financial system including donations, raising purchase orders, processing invoices, generating invoices, record keeping, general banking and reconciliation
- Ensure systems are maintained to provide accurate information.

■ Position Selection Criteria

Technical Competencies

- Proven highly developed organisational and time management skills
- Excellent records management and general office administration
- Basic proficiency in MS Office or similar software and experience using databases.

Qualifications/Licenses

- Certificate level qualifications in Administration, business management or similar
- A Working with Children check is a mandatory requirement for this role
- Current NT Drivers Licence.

Behavioural 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.
- **Team effectiveness | Collaborating |** Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.

■ 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 behaviour 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.