

# 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.

At Anglicare Victoria we care about our employees in the same way that we care about our clients. We support and encourage our employees with a wide range of professional and personal opportunities to strengthen their overall well-being.

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.



## Position details

<b>Position</b>	Administration Assistant
<b>Program</b>	Administration Service
<b>Classification</b>	SCHADS Level 3 Paypoint 2
<b>Hours</b>	Full Time
<b>Hours per week</b>	38
<b>Duration</b>	Ongoing
<b>Fixed term end date</b>	N/A
<b>Location</b>	Located within the Gippsland region with flexibility to operate from varying service sites.
<b>Reporting Relationship</b>	This position reports directly to the Administration Coordinator and the Regional Administration Manager
<b>Effective date</b>	May 2022

## 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. Reception tasks include – switchboard, front line reception, managing appointments and general enquiries.
2.	General Administration – to undertake a broad range of administration tasks including word processing, preparation of reports & correspondence, mail outs, spreadsheets, data entry, photocopying, filing, client / volunteer file preparation, archiving, organizing catering, purchase of stationary, general site consumables and other administration tasks as directed.

## 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 other administrative duties as requested.
5.	To provide a high level of organisation in relation to record keeping for accurate data recording and reporting to ensure audit requirements are met.
6.	Ensure hard copy and electronic data is correctly archived and catalogued.

## 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).

 Role Specific	1. Formal 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. Capacity to work autonomously whilst contributing effectively to, and being an integral member of, a focused and motivated central team
	4. Experience in MS Office, Desktop Publishing and Graphics software packages
	5. Interpersonal approach characterised by warmth and maturity

## Child Safety

AV is committed to protecting children and young people from all forms of harm and abuse. As an employee you are required to report any concerns raised by, or on behalf of, children and young people in accordance with mandatory reporting, reportable conduct and incident management procedures. Everyone at AV has a role to play in keeping children and young people safe.

## 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 and an Employment Working with Children Check prior to commencement.
- A current Victorian Driver's license is essential.
- In line with Anglicare Victoria's Covid 19 Vaccination Policy all staff, students and volunteers are required to provide evidence of full vaccination against Covid-19 or provide a valid medical exemption. This requirement may be amended from time to time in line with Anglicare Victoria Policy or as directed by Chief Health Officer.

## Acceptance of Position Description requirements

To be signed upon appointment

### Employee

Name:

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Signature:

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Date:

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