

Position Description



Title	Administration Officer
Business Unit	Gippsland Cluster
Location	126 Raymond Street Sale
Employment type	As per Employment Agreement
Reports to	Division Assistant Gippsland

1. About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, bisexual, trans, gender diverse, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

2. Position purpose

The Administration Officer position provides customer service and administration support to the broad range of services delivered across the Gippsland Cluster.

This position is responsible for providing exceptional customer support to internal and external stakeholders including staff, consumers, volunteers and funding bodies, office administration, program support and specific site-based duties. While primarily based at one site, employees may be required to work from other sites from time to time.

It is an expectation of the incumbent will be confident to work autonomously, communicate effectively with all stakeholders, and that they would foster excellent working relationships at the site where they are located

This position has a maximum fixed term to 30 June 2021.

3. Scope

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Budget:

- nil

People:

- nil

4. Relationships

Internal:

- Program Management and Staff
- Volunteers

External

- Clients
- External alliance partners and funding bodies
- Members of the public

5. Key responsibility areas

Office Administration

- Provide exceptional customer service to clients, consumers, community members, staff, volunteers and stakeholders
- Maintain office systems necessary for effective, efficient and accountable administration including but not limited to assisting with reporting requirements
- Provide orientation to new program staff on office procedures and systems
- Maintain file registers and centralized filing systems as required
- Provide support for meeting and functions including invitations, room bookings, catering, agendas and minutes
- Develop and circulate monthly newsletters including but not limited to Foster Carers and Uniting Gippsland Staff
- Maintain up to date Administration processes and procedure documents as required for regular tasks
- Undertake general administration duties including but not limited to filing, managing correspondence, managing and ordering office supplies, photocopying, printing and preparing reports or letters.
- Maintain archiving on an annual basis
- Other duties as required or directed

Specific Program Support

- Ensure all administrative and reporting requirements of the programs are completed and submitted to program manager for submission to relevant organisation within the appropriate timeframe
- Provide administration support and data entry to client management systems and databases and update forms to reflect changes in program data as required
- Support duties associated with training and recruitment of foster carers, volunteers and staff where required
- Manage and coordinate program compliance requirements including but not limited to Foster Carer Police Check / WWCC, mandatory training certificates
- Assist to maintain upto date program processes and procedure documents
- Manage documents related to client legal proceedings as required

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- Liaising with DHHS on clients or staff behalf including but not limited to the housing call centre for maintenance and property issues relating to the Retainer Units
- Provide orientation of program specific systems to program staff
- Maintain program database to ensure tracking of program expenditure and resources
- Ensure administration procedures are carried out according to the requirements of the DHHS/Quality standards
- Other duties as directed

Site

- Provide administration support for a range of agency service systems including but not limited to smartfleet, coupa, flexipurchase, riskman
- Support and assist front of house reception staff
- Provide support to various site projects or events
- Project coordinator as required
- Participate in agency quality accreditation processes
- Other duties as directed

Personal accountability

- Compliance with Uniting’s values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting’s values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

6. Person specification

Qualifications

- Certificate in Business Administration or relevant experience (desirable)

Experience

- Demonstrated experience in administrative roles (essential)
- Experience in a human services organisation (desirable)
- Demonstrated ability to set priorities, meet deadlines, work with minimal supervision and under pressure
- Ability to problem solve and effectively manage feedback

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values
- Ability to work as a cooperative and collaborative team member across the administration team, program teams, office teams and Gippsland Cluster teams

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- Excellent customer service skills
- Excellent interpersonal and communication skills across a broad range of stakeholders
- Excellent organisational skills
- High level of attention to detail and accuracy
- Knowledge of Client Management Systems / Databases or the ability to quickly develop competency in use of such systems
- Experience in handling sensitive information and maintaining privacy
- High level computer literacy skills including demonstrated experience in Microsoft Office

7. We are a child safe organisation

Uniting is a child safe organization and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting’s operational, service and consumer requirements.

8. Acknowledgement

I have read, understood and accepted the above Position Description

	Employee	Manager
Name:		
Signature:		
Date:		