

# Position Description

<b>Title</b>	Division Assistant
<b>Business unit</b>	Eastern Melbourne
<b>Location</b>	291A Maroondah Highway, Ringwood
<b>Employment type</b>	Full time   Ongoing
<b>Reports to</b>	Group Manager East

## 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 work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, 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

### 1. Position purpose

The Division Assistant (DA) provides a high level of professional administrative support and assistance to management (Executive Officer, Group Manager or Senior Manager) to ensure excellence in the consumer experience, high quality service delivery and overall support to the division. The position will be responsible for the delivery of high quality support across multiple divisions and locations based on the needs of the business.

The position provides a well presented and well informed first point of contact and liaison for all staff and stakeholders, with the highest degree of confidentiality and integrity.

The Division Assistant works together with the senior leadership team and programs within the division to support performance and quality of operations, legislative and funding requirements, building strong working relationships with key stakeholders.

The Division Assistant works closely with the Executive Assistant and other Assistants to contribute to divisional and organisational reporting, activities and initiatives including, but not limited to budget and finance, quality, people and culture, work health & safety, risk committees/groups and activities and special projects.

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## 2. Scope

**Budget:** *nil*

**People:** *nil*

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## 3. Relationships

### Internal

- General Managers
- Senior Managers (Executive Officers and Group Managers)
- Divisional Leadership Team (Managers, Coordinators, Team Leaders)
- Executive Assistants and other Division Assistants
- Employees in the division, Uniting and Volunteers
- Business Partners

### External

- Stakeholders and funding bodies
  - Church and Presbytery representatives
  - State and Federal government departments and statutory bodies
  - Members of Parliament and Local Government
  - Community organisations and partner service providers
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## 4. Key responsibility areas

### Divisional support & coordination

- Prioritise demands of the Manager/s, taking into consideration preferences for accessibility and the requirement for adequate time to address and complete high priority matters
- Diary Management for the Manager/s
- Logistical support and planning for the Manager/s including travel arrangements, preparation of briefings and expense management
- Prepare, modify, format and edit documents including correspondence, reports, memos and emails
- Develop quality presentations, reports and supporting documentation
- Prepare meeting schedules and assist with the coordination of meetings with associated committees and working groups which the Manager/s chair
- Prepare and distribute meeting agendas and materials, attending meetings to record and distribute minutes and follow up action items as necessary
- Liaise and work directly with Executive Assistants and other Division Assistants to coordinate meetings and events
- Coordinate reporting for the division including updates on operational plan and reporting required for Manager/s and General Manager
- Implement organisational delegations of authority to facilitate Management approval of relevant request forms and approval processes
- Screen calls, redirect communications and provide appropriate responses in the absence of the Manager/s

### Administrative support

- Manage reception functions and office coordination where relevant to the role and as required
- Assist with funding acquittals, submissions, incident and program reporting as necessary

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- Develop and maintain systems and processes for the Manager/s and division including the electronic filing system for key documents such as: incidents, complaints and funding agreements
- Coordinate a range of administrative activities and functions for the division and programs as requested by the Manager/s
- Oversee systems and processes to enable monitoring of all activities and priority initiatives and correspondence

### Stakeholder management and customer service

- Liaise with key stakeholders to problem solve matters as they arise or escalate unresolved issues to the Manager/s
- Act as a conduit for information flow between the division and service areas
- Build strong working relationships and communication links across Uniting, including Foundational and Support Services, through effective cross functional engagement
- Consult and provide stakeholders with timely and accurate advice and support on key matters
- Assist the division to have a customer service ethos by working collaboratively to achieve shared goals, and maintaining a customer first approach

### People and teams

- Ensure all legal, funding and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety)
- Working with the Manager/s to foster a culture where risks are identified, mitigated or reported and managed appropriately
- Identify, manage and respond to emerging issues in a way that ensures the Manager/s is informed and able to respond appropriately
- Adherence to organisational delegations of authority policy which guides decision making and assists in mitigating risk

### Quality and risk

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks

### 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

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## 5. Person specification

### Qualifications

- Expertise gained through the completion of a relevant degree or diploma course, and/or or substantial experience in the provision of senior administrative or executive support (highly desirable)

### Experience

- Solid experience in a similar senior administrative role in a corporate and/or community service environment
- Demonstrated experience working with Senior Managers/Executives and stakeholders at all levels

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
  - Substantial experience at a senior level in the provision of administrative support including excellent organisational skills and ability to establish and maintain effective business management systems and records
  - Demonstrated understanding of, and ability to adopt, confidentiality, sensitivity and judgement in assessing, prioritising and implementing actions on behalf of the Manager.
  - Demonstrated ability to meet deadlines, achieve goals, priorities and successfully manage multiple concurrent task and work schedules
  - Advanced competence in the use of a range of ICT systems, including a sound operating knowledge of the Windows operating environment, MS Office suite, Adobe products and Internet based applications
  - Excellent interpersonal, verbal and written communication skills, including the ability to deal effectively and efficiently with issues of a confidential nature and provide a high standard of general and specific support and advice
  - Demonstrated ability to build strong relationships and rapport with key stakeholders and the ability to interact effectively with a diverse range of people.
  - Proven capacity to produce high quality reports and documents in a timely manner for internal, external and management purposes
  - Ability to adapt to change and competing demands and be flexible with shifting priorities
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## 6. We are a child safe organisation

Uniting is a child safe organisation 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 relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State 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.**

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