

Position Description

Title	Administration Officer, Albury Office
Business Unit	Financial Capability & Wellbeing
Location	593 Olive Street, Albury NSW 2640
Employment type	Max Term Part-time, 60 hours per fortnight
Reports to	Manager, Financial Capability & Wellbeing

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 role of the Administration Officer is to provide a responsive administration and reception environment for the safe, effective and efficient operation of the office and its programs.

The position requires the incumbent to demonstrate empathy and efficiency when working with people from our community who come from different backgrounds and who may be experiencing chronic or critical problems.

1. As the first point of contact for most clients, provide a **great customer service experience** for all clients, potential clients, staff and other stakeholders of Uniting Vic Tas.
2. Provide service staff with **professional administration support** that assist in the delivery of quality services to Uniting's clients.
3. Ensure the day-to day **office environment** is maintained to ensure staff have appropriate resources to maintain safe, efficient and effective service provision.

Position Description

Administration Officer, Albury Office

2. Scope

Budget:

nil

People:

nil

3. Relationships

Internal

- Programs Manager – Financial Capability & Wellbeing
- Other Financial Counsellors and Gambling Counsellors
- Administrative volunteers
- Other program management and staff

External

- Clients
 - Visitors
 - Suppliers
-

4. Key responsibility areas

Customer Service

- Greet all visitors and answer telephone enquiries in an efficient, timely, friendly and professional manner.
- Undertake an initial intake process for new enquiries to ensure that visitors and callers are directed to the appropriate professional staff member. Where UGNE is unable to provide services refer the visitor or caller to an alternative provider.
- Take telephone messages, distribute faxes and daily mail, monitor, forward or action the generic email inbox as appropriate.
- Use an electronic diary system to book client appointments. Make reminder calls (telephone, SMS or email) on the day prior to appointments. Ensure language or access issues are dealt with in line with best practice processes.

Administration

- Enter data and compile data reports as required Ensure satisfaction surveys are administered and reported in line with agreed processes. Ensure client or carer suggestions, compliments and complaints are effectively and appropriately handled.
- Accurately record community engagement activities, and assist in the organising of meetings, presentations and events.
- Maintain an orderly filing system within documented procedures and processes. Retrieve client files ready for counsellors for appointments on the following day.
- Assist the smooth running of the office by sorting out basic IT issues. Stay attuned to trends in social media and its application to the program.
- Undertake word processing, administration of meetings and other duties as required from time to time.
- Provide administration services to the wider organisation, as discussed with the Manager.

Position Description

Administration Officer, Albury Office

Maintain office environment

- Ensure the reception area is tidy and welcoming, and that displayed publications and printed materials reflect our agency and community role.
- Assist the smooth running of the office by sorting out basic IT issues.
- Procurement of goods and services with regard to the smooth operation of the office including day to day liaison with suppliers
- Maintain day to day relationship with the church with regard to day to day tenancy issues
- Ensure the general amenity of the office is maintained in a safe, clean and tidy.

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.

5. Performance indicators

- Evidence of contributing to service development, planning, monitoring and evaluation.
- Participation in the development, implementation and achievement of the services' accreditation and quality improvement activities.
- Evidence of participation in the development of policies and procedures.
- Completion of individual work plan on a three-monthly basis.
- Evidence of participation in internal and external research process tasks.
- Have an understanding of the Responsible Gambling Fund Code of Ethics and the Charter of Client Rights.

6. Person specification

Service delivery

- Provides service to a range of internal and external customers, demonstrating a service focus in all areas.
- Is proactive in supplying information about the services and support provided by the work area / organisation.
- Able to handle sensitive inquiries with tact and discretion.
- Able to appropriately assist customers based on an understanding of the work area's priorities and refer more complex enquiries appropriately.

Position Description

Administration Officer, Albury Office

Work area knowledge and application

- Undertakes corporate support work.
- Prepares or processes work using well defined systems.
- May enter and check standard entries and / or calculations and deals with basic errors, queries.
- Files and retrieves from existing filing and archive system.
- May assist more experienced staff working on corporate and service support events or projects or in monitoring of service contract requirements.

Information technology and workplace equipment

- Uses relevant communications and technology systems.
- Prepares complicated reports including technical language and tables.
- Good working knowledge of the software and internet procedures relevant to the position.
- Operates workplace equipment and provides support to other staff, e.g. basic IT support.
- May assess problems and faults and take corrective action, including contacting repairers.

Reporting documentation and administration

- Adheres to reporting, documentation and administrative requirements.
- Assists others.
- Maintains appropriate notes and other documentation.
- Uses relevant business systems to meet reporting and administrative requirements.
- Suggests changes to improve documentation, reports and administration within the context of the role.

Physical requirements of the role:

- The position requires frequent periods of sitting at a desk and using a keyboard and computer.
- This position requires frequent periods of being on the phone, the incumbent will be required to use a telephone headset.
- Filing requires the use of a large compactus. Photocopying requires that paper be added from reams kept in a low cupboard. Assistance should be sought as required and is always available.

Additional information:

- This position is based at Albury but may be required to work across sites from time to time or to change sites.
- Salary packaging is available to all permanent staff.
- A current driver Licence is required.

Qualifications

- Minimum Certificate III in Customer Service, Administration or Business or relevant experience.

Experience

- Demonstrated experience working in an office / administration environment.

Core selection criteria

Values alignment

- Ability to demonstrate and authentically promote Uniting's values.

Position Description

Administration Officer, Albury Office

Leadership and teamwork

- Works collaboratively with team members.
- Organises own workload. Checks own work and work of others, providing guidance to less experienced staff.
- Shares knowledge and information with team members.
- Able to work with minimal supervision, knowing when to escalate issues
- Applies the organisations values in own work.

Communication

- Deals with non-routine enquiries.
- Uses effective listening skills and seeks, provides and/or shares information with people appropriately.
- Can adapt communication style to meet people’s needs.
- Able to resolve conflict with assistance.
- Has a network of internal and external contacts relevant to the role.
- Deals with practical issues presenting and enlists a more experienced person as needed.

Customer relations Assists customers to address their needs and expectations.

- Has practical knowledge of supports and services available. Is flexible and suggests alternative service solutions, provides information or makes necessary referrals.
- Demonstrates confidentiality and awareness of diversity in relating to sensitive issues.
- Assists with building and maintaining positive relationships with stakeholders.

Innovation

- Undertakes tasks using a resourceful and creative approach.
- Suggests changes to improve quality in own work and makes agreed changes.
- Able to address and mitigate risk in own work.
- Assists with review and / or development, implementation and improvement of specific work practices and procedures.

7. 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.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

	Employee	Manager
Name:		
Signature:		
Date:		