

POSITION DETAILS

Program / Unit:	Central QLD	Employment Status:	Various
Location:	Various Locations	Reports To:	Centre Manager and Manager: Housing, Child Protection, Community Services
Classification:	Level 3 - <i>Social, Community, Home Care and Disability Services Industry Award 2010</i>		

PURPOSE OF THE POSITION

The Administration Officer will provide a range of general administrative and reception duties in support of service delivery.

POSITION RESPONSIBILITIES

Key Accountabilities	Key Activities
Administrative Support	<ul style="list-style-type: none"> • Utilises organisational administrative processes, systems and technology in an efficient and effective manner to support service delivery. • Answers telephone and in-person enquiries and liaise with participants, government departments, members of the public and other stakeholders in relation to enquiries relevant to the services provided by AnglicareCQ and make appropriate referrals as required. • Arranges mail and courier functions - receipt and distribution of all incoming mail; preparation of outgoing mail/ and or parcels • Performs a range of general administrative support duties - typing of letters and reports; photocopying; binding; scanning; emails etc. • Provides assistance to support meetings - facilitating meeting room bookings; purchasing supplies; set up/clean up of room and equipment; ordering appropriate catering, taking minutes, etc. • Ensures the monitoring, purchase and maintenance of printing and stationery supplies as required. • Facilitate the utilisation of the fleet vehicles, inclusive of cleaning, service and repairs. • Assists with monitoring and organising general office/facilities maintenance. • Maintenance of records including: Petty cash/postage, correspondence and minutes of meetings, spreadsheets, data collection and maintain filing/archiving system. • Supports service delivery staff with events management and travel arrangements as and when required.
Financial Support	<ul style="list-style-type: none"> • Adheres to budget allocations and expenditure delegation policies and procedures. • Provides accurate computer data entry and statistical records and reports.

Key Accountabilities	Key Activities
<p>Participation</p>	<ul style="list-style-type: none"> • Contributes as a pro-active and effective team member offering assistance. • Attends and actively participate in team meetings. • Supports and adhere to relevant AnglicareCQ policies and procedures. • Displays a commitment to work within the philosophy of AnglicareCQ. • Supports and contribute to the development and maintenance of a healthy, creative and supportive working environment.
<p>Resource Management</p>	<ul style="list-style-type: none"> • Supports the effective support to service delivery by undertaking administrative activities, ensuring that relevant policies and procedures associated with information management, records management and other resource management issues are followed. • Shares information and knowledge in relation to resource availability. • Plans and negotiates the use of existing resources.
<p>Partnerships</p>	<ul style="list-style-type: none"> • Demonstrates a participant focus and acts ethically. • Contributes to effective teamwork by becoming and remaining informed of all aspects of the different roles of team members, offering pro-active assistance and working collaboratively to assist in the delivery of quality services. • Contributes effectively as a team member, in an environment where tight deadlines and conflicting priorities are a regular feature of the work.
<p>Learning and Professional Development</p>	<ul style="list-style-type: none"> • Ensures individual learning through representation and membership of appropriate community and government bodies and forums. • Ensures ongoing professional and personal development through participation in training and development programs as identified within the supervision process. • Participate in regular supervision with line manager.
<p>Organisational Development</p>	<ul style="list-style-type: none"> • Displays commitment to work within the philosophy of AnglicareCQ. • Contributes to the development and implementation of flexible, responsive, cost effective and high quality of services. • Contributes to the development and implementation of service and organisational policies and procedures. • Utilizes organisational administrative processes, systems and technology in an efficient and effective manner. • Contributes to the development and maintenance of a healthy, creative and supportive working environment. • Demonstrates high regard for risk management, workplace health & safety issues and the physical and emotional well being of clients, co-workers and all visitors of the workplace.

SELECTION CRITERIA

Mandatory Requirement/s:

A minimum Certificate III in business/office administration (or related discipline) or an equivalent combination of education, training and a minimum of 2-years relevant experience.

Selections Criteria:

1. Demonstrated ability to provide effective and efficient administrative support and systems management through the effective use of word processing, data entry, spreadsheets and correspondence tracking and email software applications.
2. Sound organisational skills including proven ability to maintain confidentiality and to exercise tact, discretion, initiative and sound judgment and a demonstrated ability to meet deadlines, commitments and client service standards.
3. Demonstrated skill in written and oral communication and an ability to establish good working relationships in the delivery of client services to a diverse clientele.
4. Competent in MS-Office suite of software products.
5. Ability to prioritise and manage multiple tasks in order to meet deadlines.

OTHER REQUIREMENTS

- Must hold a current Queensland Open Driver's licence or licence recognised by Australian laws.
- Must have proof of current eligibility to work in Australia (visa holders)
- Successful completion of a six (6) month minimum employment period (probation) in accordance with AnglicareCQ's policies and procedures
- Any employment 'suitability checks' (as required for the position).
- This Position Description should be read in conjunction with the AnglicareCQ Personal Attributes Matrix (Appendix 1).