

# POSITION DESCRIPTION



<b>POSITION TITLE</b>	Operations Administration Officer
<b>REPORTING TO</b>	Team Leader, Medical Accommodation
<b>DEPARTMENT</b>	Service Delivery
<b>CLASSIFICATION</b>	SCHADS Level 2

## THE ROLE

Undertake a variety of administrative and support tasks within the Medical Accommodation Program and to provide non-medical accommodation assistance to guests accessing hospital treatment from rural and remote areas.

## KEY RESPONSIBILITIES

### Duties

- Assist the Team Leader with staff rostering, accounts and invoicing
- Compile and provide accurate reports, property inspections, linen count, and room inspections
- Assist the Accommodation team with accommodation bookings, enquiries and guest relations
- Undertake conference enquiries and bookings and assist in organising events
- Maintain asset and maintenance system to ensure quality control
- Assist the Kitchen team with administrative duties, manual tasks and provide support and relief when necessary for food service
- Assist the Housekeeping team with task scheduling and provide support and relief when necessary for cleaning and laundry duties
- Undertake stock ordering and handling and maintain chemical Safety Data Sheets
- Participate in the operation of the kiosk including replenishing stock, processing payments and maintaining the cash float
- Comply with infection control policies and procedures in accordance with current infection control guidelines.
- Participate in On-Call after hours shifts to support the Medical Accommodation team
- Other tasks as assigned

## QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Demonstrated experience in a similar role including administration and maintenance schedules
- Knowledge of the Hotel Accommodation sector, including reservation bookings and handling a cash float
- Ability to comply with infection control policies and procedures in accordance with current guidelines and policy and procedures
- Hold or be able to attain a Certificate in Food Safety and online training for food allergies and allergens
- Hold or be able to attain First Aid certificate with CPR
- Ability to build strong relationships at all levels based on trust and collaboration
- Concise and tailored communication and strong interpersonal skills

Current at March 2025

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- Adapts well to and can lead, drive, and advocate change in an organisation
- Demonstrated passion for Women's Rights, social change and contributing to an organisation that advocates for equality through influencing and pushing boundaries
- Valid state-based working with children or working with vulnerable people check
- Hold and maintain NT Drivers Licence and Criminal History Check
- Experience working within a Not-for-Profit environment (highly desirable)
- Show a genuine commitment to support guests with compassion and empathy

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