

Administration Officer



The purpose of this position

The **purpose** of the position is to provide effective administrative support to enable the smooth and efficient operation of services and a positive client experience when acting as a point of contact with internal and external stakeholders.

About the position

- This position is part of is within Finance & Corporate Services directorate.
- It's part of the Corporate Services team.
- This position **reports to** the Manager, Corporate Services Operations.
- This position allows for flexibility.
- ☐ The position leads a team.
- The position is designated Band 7 under the ***Schedule of Authorities and Delegations***.
- The position is a: ☐ Budget holder ☒ Has designated revenue or billing targets.
- This position maybe advertised externally as Administrative Officer

Key areas of responsibility

- Act as a professional, courteous, effective first point of contact for the office, by identifying the individual's immediate reason for making contact with the organisation and facilitating a link to the most relevant person or information source. This includes reception duties and being required to support reception desk services.
- Meet and greet visitors in a polite and professional manner, with respect to the broad needs of clients accessing the office including those from culturally and linguistically diverse backgrounds.
- Provide administration support services to teams in client group including correspondence, records, document management, data entry into client databases, report generation, filing, mail, deliveries, purchase orders, invoices, petty cash, information packs, photo copying, project support, travel, room and pool car bookings, stationery orders, marketing material orders, parking and other duties as required.
- Prepare for meetings and/or events including room bookings, room setup and pack-up, water/tea/coffee for guests, general technology support for presentations and video conferencing, arranging catering, printing and packaging of meeting materials, record keeping, and distribution of follow up materials.
- Ensure reception and visitor areas (for example meetings rooms) are neat and tidy.
- Maintain internal contact lists and other information resources.
- Assist other members of the administration team during busy periods or during periods of leave.
- Escalate and report concerns and risks to more senior staff for support and resolution.
- Maintain strict confidentiality about clients, families, volunteers and employees. Refer to more senior staff for assistance.
- Ensure records such as vehicle logs, visitor logs, access and visitor pass logs, are kept up to date in line with policies and procedures.
- Work in accordance with the Professional Governance Framework to ensure the services and support we provide to our clients and each other are person centred, connected, effective and safe.

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- Respect and promote human rights and diversity and commitment to building an inclusive culture. Welcome diversity in all its forms. Value relationships with our local Aboriginal community and welcome applications from its members.

Key outcomes

When things are going well, we would expect to see these outcomes:

- Timely delivery of effective administrative services and are managed consistently with organisational processes.
- Reception and visitor areas are welcoming spaces.
- Events and meetings are well organised with all set up complete prior.
- Staff are provided with effective support to enable them to focus on their core purpose.
- High level of confidentiality and discretion displayed.
- Contact with stakeholders is effectively coordinated.
- All relevant meeting correspondence, meeting minutes and action lists are efficiently and accurately completed and distributed.

Key Capabilities

Essential criteria

- A VETAB accredited certificate in business services (or similar) or equivalent work experience.
- At least 12 months administration experience in a customer facing role.
- Strong customer service focus with the desire to find solutions for the customer and make the customer experience as positive as possible.
- Ability to identify what is commercially sensitive information and maintain appropriate levels of privacy and confidentiality.
- Experience using a PABX and answering system and video conference and presentation technologies.
- Ability to use a range of software applications including Office, Outlook and customer databases.
- Ability to identify the immediate needs of a customer to enable them to be directed to the most appropriate information source or person.
- Ability to encourage others to cooperate and respectfully manage expectations with stakeholders.
- Ability to communicate effectively in both written and verbal formats.
- Ability to coordinate tasks, manage interruptions and identify priorities in your daily work.
- Ability to work independently without regular supervision.

People who know this position say that

People who know this position say the things that might make your day are:

- When you get through your to-do list at the end of a busy week.
- Seeing that the office you provide support to are “ready to go” and able to complete their work effectively.

People who know this position say some key challenges you might experience are:

- Balancing competing deadlines and priorities within required timeframes.

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- Dealing with expectations regarding access to administration services from the business including functional areas.
- Maintaining privacy and confidentiality, especially when colleagues may be encouraging you to share information.

Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

This position may require:

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|---|---|
| <input type="checkbox"/> Overnight travel/stays. | <input type="checkbox"/> Weekend work. |
| <input checked="" type="checkbox"/> Travel between office locations/regions. | <input type="checkbox"/> Evening work. |
| <input type="checkbox"/> Travel to clients (varied locations). | <input type="checkbox"/> Special event support. |
| <input checked="" type="checkbox"/> Use of own registered, insured (comprehensive) motor vehicle. | |
| <input checked="" type="checkbox"/> Use of TBS pool cars. | |

Key relationships

We work collaboratively with others. This position works closely with:

Within The Benevolent Society:

- Other Administration Team Members
- Corporate Services team members
- National Office support staff

Outside The Benevolent Society:

- Clients
- Families, carers and other stakeholders
- Community Partners
- Other service providers and agencies