

Administration Support - Services

Position Title: Administration Support - Services
Classification: SCHADS Award: Social and Community Services
Employee Award, Level 1, Pay point 3
Reports to: Supervisor or Manager

About CPL

CPL – Choice, Passion, Life, part of the CPL Group, is the leading provider of integrated support, therapy and advice for people living with a disability in Queensland and Northern New South Wales, and their families. We work with our clients at every stage of their lives. We deliver the very best support, guidance, technology and understanding possible, so people can achieve the things that matter the most to them. We know that given the right opportunities, people can grow beyond expectations and create amazing lives. It's why we refuse to compromise in chasing the best lives for our clients, and ourselves.

Our Vision

An inclusive society for all people.

Our Purpose

To provide services for people with disability so they can lead the life they choose.

Our Difference

Our attitude is what makes us different. We're hopeful, determinedly enthusiastic and down-to-earth. When it comes to disability, we know one size does not fit all, which is why the CPL team ensure every effort is made to accommodate individual goals and needs.

Our Values

Our values are a promise. A promise of how we will work with each other and with our clients, make decisions and choose to act.

Be Here

At CPL Group, we love what we do and it shows in the way we choose to "Be here", contribute our expertise, our time, our energy and our ideas to make a difference. We always work to the best of our abilities to deliver quality services and support, holding ourselves accountable for our behaviours, action and delivering on our commitments.

Connect

Having genuine connections with others is what we're all about at CPL Group. We value relationships, we work respectfully, and we always aim to add value in our interactions and find positive win/win solutions.

Tune in

Everyone has individual needs and may need different solutions; we recognise and respect this at CPL Group. Tuning in means we listen to understand and ask questions for clarity, before we act, which we do with empathy and care.

Grow

There's always more we can do, which is why we strive for improvement and excellence, continually looking to improve ourselves, our ways of working and the impact we create. We value opportunities to learn and develop because we know personal growth is achieved when we step outside our comfort zone.

Speak up

We are confident to speak up and share what we have to say at CPL Group. We communicate with respect and honesty, and raise issues so they can be resolved, particularly when it comes to the safety and wellbeing of ourselves and others.

Position Purpose

To provide quality clerical, administrative and secretarial services to achieve optimum levels of support to the business area/service.

To support continuous improvement in the business performance of the business area/service and effectively contribute towards achievement of the organisation's vision and purpose.

Key Responsibilities

- Provide effective clerical, administrative, receptionist and/or secretarial services as appropriate to ensure optimum support to the business area/service.
- Deliver professional customer service which positions the organisation positively and favourably with all who come into contact, in a timely manner.
- Develop and maintain effective relationships with relevant internal and external stakeholders to ensure quality outcomes are achieved.
- Effectively administers operations and systems established for the successful administrative functioning of the business area/service; which may include word processing, financial processing, personnel administration and the processing of payroll documentation in accordance with CPL policies and procedures.
- When required, undertakes data entry and maintenance of records in accordance with CPL policies and procedures or relevant funding body guidelines and requirements.
- When required, arranges routine travel bookings and schedules meetings or appointments.
- Actively participates in induction, training and regular team meetings as directed.
- Undertakes other responsibilities as required and directed by the Supervisor or Manager.

Supplementary Responsibilities

- Embodies The CPL Group Values in daily work life (see first page).
- Proactively contributes to identifying personal training and development needs and the means to address those needs, to maintain up to date knowledge, skills and abilities which ensure ongoing competence to achieve the required outcomes of the position as it develops.
- Contributes effectively to the promotion of equal opportunity and non-discrimination in the workplace.

- Contributes effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.
- Contributes effectively to the achievement of continuous improvement through adherence to the Quality Management System in all areas within the influence of the position.

Key Customers

- Reports directly to the Supervisor or Manager.
- Liaises internally with local and head office staff, administrative teams, clients and families.
- Liaises externally with: Government staff and appropriate representatives from funding bodies, other local service providers, the public, suppliers and contractors.

Selection Criteria

Applicants must address the following criteria in writing to be considered for this position:

- Demonstrated experience in providing quality clerical, administrative, receptionist or secretarial support.
- Effective interpersonal and communication skills, including a professional telephone manner.
- Demonstrated organisational, time management and task prioritisation skills including the ability to achieve quality outcomes under pressure and within deadlines.
- Demonstrated ability to work in a team environment and also independently to deliver results.
- Intermediate skills in computer software applications and technologies, including the Microsoft Office suite of programs and Internet Explorer.

Additional Requirements

These do not need to be addressed in the selection criteria but must be included in the application:

- Current 'C' class driver's licence with regular access to vehicle.
- A Working with Children Check, Blue Card in Queensland, or a Working with Children Check in New South Wales.
- NDIS Worker Screening Check issued by the NDIS Quality and Safeguards Commission.