

Position Description

Position Title:	Regional Administration Assistant
Department:	Administration
Service:	Support Services
Reporting to:	Area Manager
Direct Reports:	Nil

ABOUT NORTHCOTT:

Our Purpose

To build an inclusive society where people can live the life they choose.

Our Vision

We will grow our services because clients choose us as their provider of choice

Our Core Values

- *Friendly and considerate*
- *Committed and enthusiastic*
- *Innovative and responsive*
- *Ethical and courageous*
- *Professional and competent*

KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

Northcott Disability Services is a non-government organisation offering a range of community and centre based services for people with disabilities across New South Wales.

KEY OBJECTIVE OF THE POSITION:

Provide a broad range of administrative and clerical support to office staff. Assist staff in core business of provision of services and equipment to people.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- The ability to demonstrate initiative.
- The ability to work effectively as part of a team.
- The ability to work efficiently under pressure, to make effective use of time, to work with minimum supervision.
- Well developed organisational and time management skills.
- The ability to prioritise work.
- Sound oral and written communication skills.
- High level of inter-personal skills.
- High level of numeracy skills and attention to detail.

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

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Owner: HR

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- A strong working knowledge of the equipment needed to carry out office duties. This will include personal computers, software, telephones, photocopiers and facsimiles machines.
- Able to use Microsoft Office products (Word, Excel and Powerpoint).
- Possession of or progress towards a relevant secretarial qualification.
- Previous experience working at a similar level.
- Current NSW Driver's License.

CORE COMPETENCIES OF THE ROLE

The performance of the employee will be appraised by the Area Manager in consultation with other relevant managers. The key areas of evaluation will be:

- Initiative
- Planning and Organising
- Professionalism
- Communication
- Teamwork

DUTIES

The typical duties of this position include:

1. Provide administrative and secretarial services to assist the Area Manager and Coordinators as required.
2. Provide reception and communication links for all of the programs.
3. Assisting with support groups and special events by organising invitations, appropriate venues, equipment and catering.
4. Assisting with client surveys and collation of information as required.
5. Provide support and assistance with promotions, information packs, fundraising and public awareness programmes.
6. Responding to and forwarding all phone calls and enquiries.
7. Attending to all typing and filing of correspondence (i.e letters, records, meeting minutes, newsletters and other administrative duties as requested by other staff).
8. Preparing, photocopying and distributing information to clients.
9. Obtain quotes for equipment and repairs in compliance with purchasing procedures, and arrange office maintenance repairs through Facility Services.
10. Maintain stationary supplies
11. Process Accounts Payable in an accurate, timely and professional manner.
12. Receipting and banking of fees and donations and recording of accounts payable.
13. Distribute and reconcile petty cash and maintain record of accounts payable.

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14. Post, collect and distribute all incoming and outgoing mail. Record mail received in register.
15. Manage the pool vehicle fleet, including log books, servicing and cleaning.
16. Maintain statistical records.
17. Organising office and maintenance and repairs.
18. Record data on various databases and preparation of reports based on this data.
19. Attend staff meetings and training sessions as directed
20. Ensure the confidentiality for all matters that pass through the reception area, including messages and information relating to personnel.
21. Adhere to EEO requirements.
22. Adhere to Northcott policies and procedures, in particular, the Code of Conduct and Ethics.
23. Comply with, report on and actively participate in Northcott's Safety & Injury Management Procedures and Northcott's OH&S Procedures.
24. Other duties as discussed with office staff to allow for the smooth delivery of services to clients.
25. Other duties as negotiated with Area Manager

This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.

NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to adhere to Northcott policies and procedures, in particular:

- Code of Conduct and Ethics
- Discrimination Harassment and Bullying Prevention Policy
- Equal Employment Opportunity Policy
- WHS Policies and Procedures.

For more information see your manager or refer to the policy and procedures on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

Manager's Signature

Manager's Name

Date