



Office Manager, Community Initiatives

A. POSITION SUMMARY

Position Title:	Office Manager
Team:	Community Initiatives Team
Reporting to:	General Manager Community Initiatives
Reports:	NIL
Status:	Full time
Location:	Carramar
Salary:	SCHCADS Level 3

B. PROGRAM OVERVIEW

This role is key in assisting the General Manager (GM) in the smooth day to day functioning of the Community Initiatives team (CIT) and its delivery of programs and casework to children, young people, families and community. Reporting to the GM, the Office Manager is responsible for supporting the effective and efficient administration and operation of the Villawood Community Hub and other CIT activities, as well as providing administrative assistance to the GM. This includes providing “front of house” to community members and clients who may drop in for one-off emergency assistance from caseworkers or to attend programs and appointments at the hub. The ability to interact with a range of people from different backgrounds and respect privacy is essential. The Office Manager will also be required to enter data into the information management systems and assist the GM with secretarial duties such as the preparation of reports to funding bodies, the CEO or the Board. The ability to observe discretion and confidentiality in dealing with sensitive content is essential.

C. JOB PURPOSE

The Office Manager role has two main purposes. Firstly, to provide a welcoming environment and customer service/information to diverse community members, staff and external partners who access the Villawood Community Hub. Secondly, to ensure the efficient and effective administrative functioning of the CIT and Hub, including welcoming clients who “drop in” or attend the centre for services and programs and providing secretarial assistance to the General Manager (GM), Community Initiatives. This includes but is not limited to:

1. Overseeing and maintaining the “look and feel” of the office and its assets (including management and oversight of external contractors providing maintenance and other services);
2. Assisting with basic financial activities such as managing and reconciling office petty cash, credit card receipts and purchases for the office and GM
3. Providing efficient and effective administrative support to the GM
4. Providing information and effective customer services to stakeholders, including clients and community members who “drop in”, about the range of programs delivered by CIT and Woodville Alliance - in person, via telephone, mail and email.
5. Supporting the development and distribution of promotional materials, as directed by the General Manager and in consultation with the Strong Families and Strong Communities Manager.
6. Providing administrative support to the GM CIT and to the Communities Initiative Team (CIT) as directed by the General Manager such as preparing presentations and reports, organising

meetings and appointments, managing events; minute taking, photocopying, running work related errands, preparing letters, answering calls, filing, liaising with external and internal stakeholders and other general administrative duties.

7. Co-ordination of events and associated tasks
8. Data entry into the client data management system and the running of basic reports

D. RELATIONSHIPS

To ensure that the office is welcoming and functions effectively for our community and CIT, the Office Manager must have the capacity to provide positive customer service, build relationships and network with a broad range of community members and internal and external stakeholders. They will also need to exercise good judgement and the ability to deal with a wide range of people from different personal and professional backgrounds. Relationships include but are not limited to:

- Members of the local community and general public who enquire about and access our services, including vulnerable children and young people and their families from culturally and linguistically diverse backgrounds and Aboriginal and Torres Strait Islander backgrounds
- External funding providers and government and non-government organisations and their staff who work with CIT and Woodville Alliance to develop and deliver services, programs, projects and events
- Woodville Alliance staff including General Manager Community Initiatives Team, CEO and members of the Senior Leadership Team
- External contractors providing services for the office (eg cleaners, electrical and other trades).

E. JOB REQUIREMENTS

Key Result Area 1	Administrative and Secretarial support provided for the General Manager CIT
KEY TASKS	
<ul style="list-style-type: none"> • Events coordination for internal and external meetings, including catering and venue hire • Assist the GM with basic budget activities as required (eg credit card receipts and work-related purchases and reconciliations) • Manage small projects and assist GM with larger projects as requested. These may include preliminary research and information gathering for meetings, tenders, etc. • Assist and provide support to the GM in the preparation and delivery of presentations and reports • Ensure that confidentiality and discretion is observed in dealing with private information, including destruction or safekeeping of documents as required by the GM • Complete other tasks as directed by the GM to support the efficient and effective operation of the office/CIT and its services to the community 	
Key Performance Indicators (KPIs) for the tasks	
<ul style="list-style-type: none"> • Work is carried out with a positive and professional attitude and deadlines are met. • Privacy is maintained, and hard and soft copy documentation is secured according to privacy and record keeping requirements • Timely and effective assistance is provided to GM to meet targets and objectives • Bookings and catering quotes and arrangements are coordinated efficiently and effectively and positive working relationships with external providers are ensured. • All presentations are completed professionally and on time • Documents are completed accurately according to required procedures and in a timely manner 	

Key Result Area 2	Administrative support for the office and Community Initiatives Team
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KEY TASKS

- Prepare agendas and take minutes for team meetings and other meetings as directed
- Answer phone calls, emails and respond appropriately to enquiries about CIT and Woodville Alliance and identify appropriate staff to deal with more specific or specialised enquiries
- Work collaboratively with staff to ensure that clients and external stakeholders enquiring about referrals and casework are provided with appropriate and up to date information and assistance
- Managing key inboxes and responding to emails and enquiries in a timely fashion
- Manage and reconcile office petty cash
- Ensure that office supplies are purchased and available, kitchen and infrastructure is well maintained, including liaison with external providers and contractors.
- Assist CIT staff to organise, promote and take registrations for CIT activities and events
- Data entry into the client management system and run basic reports
- Any problems are addressed promptly or escalated to the Manager or General Manager as relevant.
- Other duties as determined by the General Manager

Key Performance Indicators (KPIs) for the tasks

- Agendas, minutes and other documents are accurate and distributed on time.
- Client and stakeholder enquiries are managed professionally and community members, clients and stakeholders are welcomed and provided with timely and up to date information and assistance.
- Quotes, purchases and petty cash activities are undertaken in line with organisational policies and procedures.
- Effective work relationships are maintained with the team, service users and external stakeholders and issues escalated to the Manager or GM as required
- Compliance with Code of Conduct and attitudes and behavior that demonstrate compliance.

Key Result Area 3	Adherence to Company Policies and Procedures
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Performance Indicators

- Adhere and demonstrate commitment to Woodville Alliance code of conduct and other policies and procedures.
- Adhere and demonstrate commitment to WHS policies, risk management framework and safe working practices, including identification and timely notification of potential or actual WHS risks
- Adhere to terms as stipulated in the employment contract.
- Demonstrate adherence and commitment to meeting all key result areas of position description.

Key Result Area 4	Be an active member of the Community Initiatives Team and (WA) team
KEY TASKS	
<ul style="list-style-type: none"> • Provide a positive attitude and welcoming experience to community members and others accessing the community hub • Ensure the safety protocols are followed by any visitor attending the centre • If required, utilise lock down and emergency procedures as per WHS processes • Participate in Community Initiatives Team meetings and SFSC meetings as required • Work cooperatively and respectfully with all Community Initiative Team members. • Participate in relevant (WA) events. • Accept other appropriate assignments not included in the job description as required by the General Manager and SFSC Manager 	
Key Performance Indicators (KPIs) for the tasks	
<ul style="list-style-type: none"> • Contributes in a meaningful way to meetings and observes good team work principles to build trusting and harmonious work environments. • Treats community members with respect and kindness • Evidence of working collaboratively and efficiently with other team members. • Attendance at required meetings and events. • Flexibility and willingness to take on other tasks within reasonable boundaries. 	

F. RECRUITMENT CRITERIA

COMPETENCY AND SELECTION CRITERIA REQUIREMENTS	
1.	Relevant qualifications e.g. office administration, customer service, business administration, reception. A minimum of 4-5 years' relevant work experience
2.	Demonstrated organisational skills with the ability to work independently, multi-task and meet deadlines.
3.	Demonstrated experience in exercising discretion and confidentiality in order to handle private and sensitive information.
4.	A self-motivator with strong people skills to liaise effectively with the general public and all levels of staff, including external organisations.
5.	Demonstrated high level of customer service skills and ability to understand and respect the needs of people from a wide range of social, cultural, economic and religious backgrounds.
6.	Strong written and oral communication skills with the ability to draft reports, minutes and correspondence with a high level of accuracy and attention to detail.
7.	Demonstrated ability to use IT system to input and report on data
8.	Demonstrated ability to use MS Office suite of products (Word, Excel, PowerPoint, etc.)
9.	Current Working with Children Check and satisfactory clearance of a National Police Check
10.	Current and valid Australian driver's license
11.	Fully vaccinated against COVID 19 or ability to provide a valid medical contraindication form.

G. OTHER REQUIREMENTS

<ul style="list-style-type: none"> • May need to perform other reasonable duties which are not listed in this position description from time to time to meet our business and operational needs. • May be required to travel, with notice, to fulfill your duties. • Will be expected to demonstrate a commitment to the principles of quality assurance and continuous improvement. • Will be expected to identify quality improvement opportunities; to contribute relevant ideas and suggestions that support a culture of continuous quality improvement.

Approval

General Manager, Community Initiatives Melanie Andrews	Managers Signature and Date
Employee Name	Employee Signature and Date
General Manager Human Resources Name Namita Biswal	General Manager Human Resources Signature and Date