

Position Description Administration & Accounts Assistant

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| Location: | DVConnect Office Brisbane | Status: | Permanent Full Time |
| Reports To: | Head of Finance and Business Services | Salary: | Social Community Home Care and Disability Services Award Level 2 |

Purpose of the Position

Through the Purpose, Vision, and Values of DVConnect provide administration support and accounts data entry services to meet the needs to the business and the wider practice team. This is achieved through a variety of tasks related to the organisation to ensure the efficient operation of the office and to support quality service delivery.

Our Vision, Purpose & Values

Our Vision: Our aim is for all relationships to be free from domestic, family, and sexual violence.

Our Purpose: Creating pathways for a life free from violence and fear.

Our Values: - *Integrity; Compassion; Accountability; Respect & Empowerment*

Principles of our Work

DVConnect works from an intersectional feminist framework, and we acknowledge the gendered nature of domestic, family, and sexual violence. We are committed to working collaboratively as part of the broader system, developing innovative services, and providing robust governance and organisational sustainability to deliver on our vision and purpose.

| Main Accountabilities | Expectations |
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| <p>Administration Ensure the delivery of quality administration support to the whole DVConnect team to assist in delivering a quality and professional service. Duties include (not an exhaustive list)</p> <ul style="list-style-type: none"> • Reception and clerical assistance • Ingoing/outgoing Mail • Catering for workplace functions • Data entry • Stationery and amenity orders • Order supplies for motels • Keeping all areas of the office, including the kitchen clean and tidy and replenish stock • Maintenance of various registers • FBT vehicle logbook • Other ad-hoc duties are required to support the overall administration and operations functions of the organisation. | <ul style="list-style-type: none"> • All office equipment, resources and supplies to support service delivery and amenities are maintained and kept up to date in a timely manner. • Visitors to the office are greeted in a professional and friendly manner • Incoming phone calls are answered in a positive and professional manner • Outgoing mail is prepared for collection and incoming mail is sorted and distributed to the addressee promptly • Work area is kept tidy and functional • Quality, timeliness, and accuracy in presentation of work • Displays willingness to assist others and effectively prioritises tasks to meet administration responsibilities and confidentiality is maintained as required • Internal and external feedback • Concerns noted on facilities register and proactive with resolutions and follow ups • Office and amenity areas are kept clean and tidy which supports an effective work environment |
| <p>Financial Administration Provide administration support within a range of financial activities to assist in delivering a quality and professional service. Duties include (not an exhaustive list)</p> <ul style="list-style-type: none"> • Accounts Payable including purchase order matching, seeking invoice approvals, data entry and payments • Accounts Receivable as required • Banking • Other ad-hoc clerical activities as required. | <ul style="list-style-type: none"> • All banking requirements are accurately fulfilled • Monthly reconciliations completed within relevant timelines and are accurate • Timely and accurate processing of all accounting transactions in accordance with policies and procedures • Skills development on accounting system evident. • Timely application in closing off payments in Infoxchange |
| <p>Team Support Participates in team activities, attends staff meetings & connection days when scheduled and demonstrates a supportive approach to other staff members which contributes to the overall team effectiveness.</p> | <ul style="list-style-type: none"> • Evidence of strong relationships and positive rapport with team members which assists in building a cohesive workplace • Demonstrates on a continual basis, a commitment to assisting and supporting colleagues in all workplace activities |

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| Demonstrates a clear understanding of and commitment to DVConnect vision, purpose, and values | <ul style="list-style-type: none"> Professional and well-regarded team member externally and demonstrates a commitment to attending meetings/conferences/committees as directed DVConnect vision, purpose and values consistently demonstrated in all work-related activities and in line with DVConnect Code of Conduct |
| Workplace Health & Safety To meet Workplace Health & Safety obligations in line with DVConnect Policy & Procedures as well as relevant legislation and in supporting the well-being of staff. | <ul style="list-style-type: none"> Follow all safety instructions and use equipment provided Contributes to minimising the risk to health and safety of all persons in the workplace Identify and report any workplace incident/hazard or concerns to management |
| Professional Development & Continuous Improvement Maintain and develop personal knowledge in area of expertise and meets core values and behaviours of DVConnect. | <ul style="list-style-type: none"> Seeks new ideas and embraces/adapts to change Evidence of continuous improvement activities in area of responsibility Encourage others in the team to balance DVConnect purpose and values with their personal values |

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| Essential Requirements | <ul style="list-style-type: none"> Experience with telephone systems and data management systems Intermediate knowledge of Microsoft Office Applications Experience with accounting systems Professional development in administration/accounts would be well-regarded. National Police Check Right to work in Australia Up to date with COVID-19 vaccinations |
| Skills & Behaviours | <ul style="list-style-type: none"> Ability to manage sensitive information, maintaining a high degree of confidentiality and discretion is critical Intermediate Word, Excel, Outlook, and PowerPoint skills A natural at building relationships, you'll possess the skills and 'know how' to navigate around a complex and fast paced environment and build trust quickly. High attention to detail Sound written communication skills and interpersonal skills Built in drive, initiative to be able to meet tight deadlines and able to absorb changing requirements as they present. Ability to prioritise work and problem solve on the go Positive, friendly, and flexible approach with a genuine desire to support all areas of the business. |

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| | <ul style="list-style-type: none"> • Experience within a NFP sector highly desirable |
| Experience | <ul style="list-style-type: none"> • Minimum 1+ years' experience in a similar administration/account's role preferred • Minimum 1+ year's data entry accounts payable experience preferred • Desirable to have used MYOB and undertaken other accounts clerical activities |

Key Relationships/Interactions:

| Relationship with: | |
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| Head of Finance & Business Services | Accountability, support, advice, feedback, and assistance as required |
| Operations Team | Support, feedback, and assistance as required |
| Staff Members & Volunteers | Building sound working relationships with all personnel to assist in undertaking the role and providing support |
| External Stakeholders | Building and maintaining collaborative working relationships |

I have read this documentation and agree to undertake the duties and responsibilities as listed above.

I acknowledge that:

- This Position Description details the accountabilities of the role and provides an indication of the current duties and tasks that I may be required to undertake. Additional or other duties may from time to time be allocated in order to fully meet the responsibilities of the role.

DVConnect is an equal opportunity employer. All applications will be treated on their merits