

# Administrative Officer

## Position

This position may be in any area across the organisation. It is part of various team/s

- This position reports to the Administration Team Leader
- Reporting line may vary depending on location and service size
- This position does not have any direct reports  This position may have direct reports, positions vary
- This position has the following direct reports:  
This position is designated Band 7 under the *Schedule of Authorities and Delegations*
- This position is a budget holder  This position has designated revenue targets
- This position is an Aboriginal & Torres Strait Islander identified position
- This position may require a working with children related clearance (when role designated Child & Family)

## Purpose

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

## Outcomes

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

- Timely delivery of effective administrative services
- Reception and visitor areas are welcoming spaces
- Administrative processes are managed consistently with organisational processes
- 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.

## Relationships

**We work collaboratively with others, however this position works close closely with:**

Within The Benevolent Society:

- Other administration team members
- Management Support Coordinators
- Managers and team leaders
- Head office support staff eg accounts

Outside The Benevolent Society:

- A range of external stakeholders

<b>Individual</b>	<p><b>To achieve the position purpose and outcomes the position holder will need to have:</b></p> <ul style="list-style-type: none"> <li>• A VETAB accredited certificate in business services (or similar) or equivalent work experience</li> <li>• At least 12 months administration experience in a customer facing role</li> <li>• Strong customer service focus with the desire to find solutions for the customer and make the customer experience as positive as possible</li> <li>• Ability to identify what is commercially sensitive information and maintain appropriate levels of privacy and confidentiality</li> <li>• Experience using a PABX and answering system and video conference and presentation technologies</li> <li>• Ability to use a range of software applications including Office, Outlook and customer databases</li> <li>• Ability to identify the immediate needs of a customer to enable them to be directed to the most appropriate information source or person</li> <li>• Ability to encourage others to cooperate and respectfully manage expectations with stakeholders</li> <li>• Ability to communicate effectively in both written and verbal formats</li> <li>• Ability to coordinate tasks, manage interruptions and identify priorities in your daily work</li> <li>• Ability to work independently without regular supervision</li> </ul>
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<b>Travel</b>	<p><b>This position may require some flexibility in terms of travel or hours of work:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Overnight travel/stays may be required</li> <li><input type="checkbox"/> Some weekend work may be required</li> <li><input type="checkbox"/> Some evening work may be required</li> <li><input checked="" type="checkbox"/> Travel between office locations/regions may be required</li> <li><input type="checkbox"/> Travel to clients (varied locations) may be required</li> <li><input checked="" type="checkbox"/> Use of own registered, insured motor vehicle for business purposes may be required</li> <li><input checked="" type="checkbox"/> Use of TBS pool cars may be required</li> </ul> <p>All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.</p>
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<b>Context</b>	<p><b>Those with knowledge of this position say the things that might make your day are:</b></p> <ul style="list-style-type: none"> <li>• When you get through your to-do list at the end of a busy week</li> <li>• Seeing that the office you provide support to are “ready to go” and able to complete their work effectively</li> </ul>
	<p><b>Those with knowledge of this position say some key challenges you might experience are:</b></p> <ul style="list-style-type: none"> <li>• Working with manual processes and ensuring accuracy every time</li> <li>• Balancing competing deadlines and priorities within required timeframes</li> <li>• Maintaining interest when tasks feel repetitive our routine</li> <li>• Dealing with expectations regarding access to administration services from the business including functional areas</li> <li>• Maintaining privacy and confidentiality, especially when colleagues may be encouraging you to share information</li> </ul>

**To achieve this purpose, the position holder would typically provide:**

**Focus**

- 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. Exercise judgment in referral of more complex enquiries or complaints to relevant team members or managers in accordance with specific policies and procedures.
- Meet and greet visitors in a polite and professional manner, with respect to the broad needs of consumers accessing the office including those from culturally and linguistically diverse backgrounds.
- Support teams with administration services including correspondence, note taking, data entry, basic report generation, filing, mail, coordination of deliveries, coordination of site based accounts functions, information packs, photo copying, project support, travel bookings and ad hoc tasks as required.
- Work with the broader administration team to coordinate meetings and events including room bookings, room setup and pack-up, water/tea/coffee for guests, general technology support for presentations and video conference, and arranging catering.
- Ensure reception and visitor areas (for example meetings rooms) are neat and tidy.
- Maintain stocks of branded collateral such as brochures, booklets and reports.
- Order stationary, equipment and other office supplies, ensure appropriate rotation of stock, efficient use of supplies and disposal of out of date stock or substances.
- Coordinate bookings and maintenance of pool cars, car seats and parking for the office, including referral of issues to fleet services.
- Coordinate kitchen clean up roster for the office.
- Maintain internal contact lists and other information resources.
- Coordinate access to and return of security cards and fobs, including referral of issues to property services.
- 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 pass 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

**Approvals**

**Approver** Director, Human Resources      Date: 21 September 2016      Position Code: ADM007  
**Review history** V1.0 Release  
**Advertising:** Community services, aged care, child care, disability, administration, customer service

This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.