

POSITION TITLE:	Operations Officer - CSG Support		
REPORTS TO:	Operations Manager		
POSITION CLASSIFICATION:	Part Time, Fixed term		
AWARD/CERTIFIED AGREEMENT	Social, Community, Home care and Disabilities Award 2010 and CMY Collective Agreement 2015-2018 or any replacement agreement.		
LOCATION:	Melton and Sunshine	APPROVED BY:	Marissa Phillips
SALARY:	SCHADS Level 3 plus: <ul style="list-style-type: none"> <li>• Access to salary packaging</li> <li>• Superannuation paid as per the <a href="#">Super Guarantee</a></li> <li>• Annual leave loading</li> <li>• Generous entitlements including cultural leave options and flexible work arrangements</li> </ul>	LAST UPDATED:	MARCH 2024

### About CMY

The Centre for Multicultural Youth (CMY) is a not-for-profit organisation based in Victoria, providing specialist knowledge and support to young people from refugee and migrant backgrounds. Our vision is that young people from migrant and refugee backgrounds are connected, empowered and influential Australians. Through a combination of specialist support services, training and consultancy, knowledge sharing and advocacy, we are working to remove the barriers young people face as they make Australia their home

### About the Program Area

CMY's People & Culture team provides HR, Operations and Communications support to up to 140 staff across multiple offices including Ballarat, Carlton, Dandenong, Gippsland, Melton and Sunshine. The team ensures that CMY operations are appropriately resourced, accountable and sustainable and can deliver the very best services to our stakeholders.

### About CSG

Funded by the Victorian Government, the Community Support Groups (CSG) work with the South Sudanese community to connect young people and their families to existing and new activities to improve their health and wellbeing, education, training and employment outcomes, as well as community participation. The Community Support Groups managed by CMY are located in Melton/Brimbank and Dandenong/Casey/ Cardinia municipalities and service these areas.

<b>POSITION SUMMARY:</b>
The Operations Officer - CSG Support will work in collaboration with the People & Culture team and the CSG Melton/Brimbank and Dandenong/Casey/ Cardinia teams. This role will focus on delivering high quality operational support to our Melton and Brimbank CSG team specifically. Along with a range of administrative duties, including report preparation, the Operations Officer - CSG Support will be responsible to support and train our CSG team on administration process's and policies and implement best practice systems into the day to day operations of the CSG.

<b>JOB RESPONSIBILITIES:</b>
<ul style="list-style-type: none"> <li>• Provide high quality frontline customer service and support to staff and visitors of CSG.</li> <li>• Supporting the Program Manager and Coordinator to maintain administrative and operational systems and develop efficient systems and processes and create a culture of process improvement.</li> </ul>

- Supporting the CMY Operations and Finance team to maintain finance systems including preparation of invoices and finance related documents, including SAP requirements.
- Provide administration support as required to a range of CSG programs including assisting with event/meeting preparation and set up, printing and collating information packs, assisting with digital or physical mail outs.
- Be responsible for maintaining stock levels of CSG stationery and other office supplies.
- Participate in regular staff meetings.

#### KEY SELECTION CRITERIA:

1. Experience in office operations and administration (finance and report writing experience desirable),
2. Demonstrate ability to create new systems and processes and implement change of these systems in an office environment,
3. Enthusiasm to develop customer service skills and ability to work with a variety of people across a range of work situations, including well developed interpersonal communication skills,
4. Ability to work flexibly across projects and prioritise multiple tasks in a busy office environment,
5. Familiarity with a range of software programs from the suite of Microsoft applications including Outlook, Word, Excel and PowerPoint.

#### QUALIFICATION REQUIREMENT:

- Relevant qualification or equivalent years of experience

#### ADDITIONAL INFORMATION:

- CMY takes Child Safety seriously and short listed candidates are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process. These include but are not limited to Police Record and Working with Child Checks, and child safety focused referee checks;
- Applicants must have the right to work in Australia;
- CMY is an Equal Opportunity Employer;
- In the context of Occupational Health and Safety all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S;
- This role will be based out of the CMY **Melton** and **Sunshine** office but travel to other CMY offices is may be required.
- This role requires a capacity to work flexible hours including evenings and occasionally on weekends.

#### GENERAL REQUIREMENTS:

- Demonstrate CMY values and behaviours Participation, Diversity and Human Rights;
- Comply with the Employee Code of Conduct;
- Comply with CMY policies, procedures and regulations; and
- Consistent with the strategic directions of CMY carry out all other duties as directed.

#### CMY KEY OBJECTIVES AND ACTION STRATEGIES:

- **My Community**  
Young people are *connected, belong and contribute* to their families and the community.
- **My Journey**  
Young people are *empowered to access opportunities* and actively shape their own futures.
- **My Voice**  
Young people are *understood, accurately represented and influential*.
- **My CMY**  
CMY is a strong partner and recognised leader in working with diverse young people.

I have read, understood and approve the above position description:

Executive/Senior .....  
Manager Name

Executive/Senior ..... Date ..... / ..... / .....

Manager Signature

I have read, understood and accept the above position description:

Employee Name .....

Employee Signature ..... Date ..... / ..... / .....