

Team Leader Administration

Position

This position is within Community Services. It is part of the Child & Family or Ageing & Disability team.

- This position reports to the Manager
- 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: Administration team

This position is designated Band 6 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 high level operational support to Managers and Team Leaders, including project assistance. The position is responsible for leading and coordinating administration services and processes within the area management structure and managing an administration team (where applicable).

Focus

To achieve this purpose, the position holder would typically:

- Provide high level administration support to Manager/s including coordination of meetings and committees, meetings records and actions, liaison with managers and staff, collation and distribution of papers, diary and travel management, coordination of events, coordination of program contracts and reporting support, preparation of submissions, tenders and other documentation, report generation.
- Establish administration processes and services across the area to enable services to be delivered to functional areas in a timely and effective way, in consultation with manager/s and the Management Support Coordinator.
- Coordinate the delivery of administration services for the area or program management structure, ensuring that services are timely and effective
- Undertake research and prepare draft reports, presentations and submissions and other correspondence for the Director and management team
- Manage a small team of administration staff to ensure administration services are professional and effective across the area and/or program and internal customers receive level of support required
- Liaise with a variety of external stakeholders, as required by the Manager/s.
- Evaluate information, data and situations to identify level of urgency, risk confidentiality and sensitivity, ensuring the most appropriate action is identified, directed to the correct person to address and matters are escalated to Manager in appropriate timeframes.
- Evaluate and appropriately identify when information is confidential or sensitive and ensure that this confidentiality is maintained.
- Support the program's business continuity plans to ensure an effective response mechanism is in place to minimise the impact on our key stakeholders (clients, staff, residents, volunteers and the community).
- Assist Director with oversight and reporting on project and service improvement initiatives as required
- Assist Managers to identify and manage risk within program, especially in relation to Health, Safety & Wellbeing.
- Provide support to administration team and/or carry out tasks and relief when staff are on leave or during busy periods
- 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.

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

Outcomes

- Timely delivery of a range of administrative services across the program or area structure.
- Events, meetings and travel is well organised with all set up complete prior.
- Managers and leadership team 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 triaged and coordinated.
- Operational files and data are accurately recorded in line with TBS expectations and legal requirements.
- Administrative processes are established and managed to ensure consistency with organisational processes.
- Reports are completed and adhere to compliance processes in a timely and accurate manner.
- All relevant meeting correspondence, meeting minutes and action lists are efficiently and accurately completed and distributed.
- The people reporting to this person are engaged and productive at work.

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

Relationships

Within The Benevolent Society:

- Director, Operations
- Managers
- Head office departments

Outside The Benevolent Society:

- A range of external stakeholders

To achieve the position purpose and outcomes the position holder will need to have:

Individual

- Minimum Certificate III in business administration or secretarial certificate would be desirable
- Completion of relevant short courses and evidence of maintaining administrative and computer skills
- Two years previous experience working in a similar administrative / management support role; previous experience in a broad range of administrative procedures and systems
- Previous experience leading a small team of administration staff
- Ability to work independently and as part of a team
- Demonstrated problem solving skills
- Well developed time management and organisational skills
- Ability to use a range of software applications including Office, Outlook and customer databases
- Well developed communication and interpersonal skills
- Current unrestricted drivers license.
- Ability to review and establish effective ways of working to provide administrative services to internal clients
- Ability to identify what is commercially sensitive information and maintain appropriate levels of privacy and confidentiality
- Ability to encourage others to cooperate and respectfully manage expectations with stakeholders
- Ability to coordinate tasks, manage interruptions and identify priorities in your daily work
- Ability to work independently without regular supervision.

Travel**This position may require some flexibility in terms of travel or hours of work:**

- Overnight travel/stays may be required
- Some weekend work may be required
- Some evening work may be required
- Travel between office locations/regions may be required
- Travel to clients (varied locations) may be required
- Use of own registered, insured motor vehicle for business purposes may be required
- Use of TBS pool cars may be required

All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.

Context**Those with knowledge of this position say the things that might make your day are:**

- When you get through your to-do list at the end of a busy week
- Seeing that the management you provide support to are “ready to go” and able to complete their work effectively.

Those with knowledge of this position say some key challenges you might experience are:

- Dealing with expectations regarding access to administration services from the business including functional areas
- Balancing competing deadlines and priorities within required timeframes
- Maintaining privacy and confidentiality, especially when colleagues may be encouraging you to share information.

Approvals

Approver Director, Human Resources Date: 22 November 2016 Position Code: ADM002

Review history V1.0 Release

Advertising: Office coordinator, office manager

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.