

**Position Description**

**Position title: Administration Assistant: Corporate Services**

**Responsible to: Human Resources Coordinator or nominee**

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| **Our Vision**  To be a strong community business expanding opportunities for all.  **Our Mission**  To provide opportunities for growth, development, support & security for people with disabilities and their communities.  **Our Values**   * Professionalism and Continuous Improvement * Learning and Development * Quality and Dedication * Accountability and Transparency * Understanding and Compassion * Creativity and Innovation * Community Participation and Teamwork |

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| Position Purpose This role provides administration support to a variety of areas in the organisation including Reception, Marketing, Children’s Services, Finance, Human Resources and the CEO. This role will also provide additional support to other Services as required. |

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| Inherent requirements and responsibilities | | Performance Measures(what to do) | **Key Performance Indicators**  (how it may be demonstrated) |
| **Reception** | | Attend to front counter enquiries in an efficient and polite manner and promote a professional and friendly image as the front-line person for Multitask. | All visitors are made comfortable and announced with any delay of over 5 minutes notified to them. |
| Maintain security of the building in regard to access to Reception and Visitors signing in. | All visitors have signed in and out of the visitors book. |
| Answer and manage switchboard calls in an efficient and polite manner. | Feedback indicates that all calls are greeted and communicated to with politeness and a helpful attitude at all times. |
| All calls are answered within 10 seconds and transferred to the correct person. |
| Accurate detailed messages are taken when extensions are busy and passed via e-mail to the correct person. |
| Process customer enquiries and orders for Business Services. | Enquiries are passed on to the appropriate person with detailed accurate information. |
| Manage the daily collection, processing and registering of all faxes and mail in a timely manner. | Mail is sent out on time and accurate records are available. |
| Ensure reception is always tidy and adequately maintained. | Reception and meeting rooms are clean and tidy at all times. |
| **Office** Maintenance | | Manage the corporate stationery supplies and domestic supplies by reviewing stock levels and ordering supplies when required. | The stationery requirements of the business are met at all times. |
| Ensure the photocopier paper trays re filled each morning. | Stocks and levels of office equipment are maintained at an appropriate level. |
| Manage the refreshments, i.e. milk, coffee, tea, sugar, biscuits supplies in the kitchens. | Stocks of refreshments are always available. |
| Maintain the key register and distribute keys to staff when requested. | Keys are easily located and records of issue are up to date. |
| Prepare board room for meetings as required. | The board room is ready and equipped for meetings. |
| **Administration: General** | | Provide general administrative assistance including typing of minutes, proof reading, photocopying, updating documentation and collating documentation as requested. | Feedback from staff indicates that administrative assistance is willingly provided. |
| Any administrative issues are followed up and resolved in a timely manner. |
| Organise meetings, venue bookings, book flights, accommodation and catering as required | Feedback from staff indicates that bookings are made accurately and in a timely manner |
| Attend to filing requirements in a timely manner. | Filing is well organised and up to date. |
| Input data supplied by Coordinators to Moodle or similar e learning platforms to create online training programs. | Online training programs are created as requested. |
| Provide administrative support to Rosters, if necessary. | Support is provided to Rosters as necessary. |
| **Administration: Marketing** | | Gather articles and proof read, collate and design promotional material as required | Production of promotional material as required. |
| Update Facebook page with relevant posts | The Facebook page is maintained and current |
| Maintain the organisational website with news articles and newsletters | Website is maintained with current information and news. |
| **Administration: CEO** | | Research and production of information. | Information requested by the CEO is sourced and produced within established timelines. |
| Present documents, briefing papers, reports as requested. | Documentation is presented to a professional level. |
| **Children’s Services back up support** | | Put together FDC newsletter using information provided by Children’s Services. | The newsletter is collated and issued when all articles have been received. |
| Put together LDC newsletter using information provided by Children’s services. | The LDC newsletter is collated and issued when all articles have been received. |
| Organise couriers for FDC Coordinators. | Couriers are organized in a timely manner. |
| Organise mailing of bulky items. | Mail items are posted in a timely manner. |
| **Finance back up support** | | Provide back up support to Finance when required for Payroll, Accounts Payable & Accounts Receivable, data entry & reconciliations. | Payroll, Accounts Payable and Receivable are processed and followed up within an established timeline. |
| Human Resources back up support | Support the Human Resources Coordinator to coordinate information sessions, practical assessments and interviews. | | Potential candidates are contacted in a timely manner. |
| Update recruitment information in regard to induction sessions, orientation books, online information etc. | | Recruitment information is current and relevant to the positions advertised. |
| Assist in the scheduling of the induction process. | | The induction and orientation process runs smoothly and feedback is positive. |
| Provide support with HR administration. | | Administrative support is provided. |
| **Other Responsibilities** | | Maintain confidentiality in respect to all relevant or appropriate matters. | Confidentiality is maintained. |
| Maintain and enhance efficient and effective working relationships within the team and staff members in other teams. | There is positive feedback regarding interactions with staff, participants and stakeholders. |
| Log enquiries, requests and complaints in accordance with policies, guidelines and instructions. | All enquiries etc are handled and followed up according to policies and guidelines. |
| Provide a point of contact for Business Services in dealing with customer and product enquiries. | Feedback from Business Services staff indicates that messages are passed on clearly and accurately. |
| **Continuous improvement** | | Use initiative. | There is active participation in the supervision and annual appraisal process. |
| Take opportunities to increase skills. | Relevant meetings, training activities etc are attended and there is active participation. |
| Take a positive attitude to change. | Changes are supported.  Sustainable environmental practice is supported.  Feedback is accepted in an open and receptive manner. |
| **Be compliant with Work Health and Safety and be responsible for ensuring standards are maintained.** | | Demonstrate knowledge and understanding of WHS requirements | Documentation is produced in a timely manner, e.g. incident report forms, hazard notification form. |
| Take all reasonable action to protect Multitask assets from damage and or loss. | Compliance policy, procedures and safe working practices are adhered to. |
| **Be compliant with Multitask policies and procedures as amended from time to time.** | | Demonstrate knowledge and understanding of policies and procedures. | Policies and procedures are adhered to at all times. |
| **Comply with Equal Opportunity and relevant legislation and support diversity.** | | Support a work environment that is free from discrimination, harassment, bullying and refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; other staff or the community. Model appropriate standards of professional conduct at all times. | Interactions with participants and colleagues are undertaken in a sensitive manner. There is positive feedback from others regarding your interactions.  Cultural and linguistic diversity is taken into consideration. |
| Other duties related to the role as requested by the HR Coordinator or Nominee | | | |

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| **Essential Criteria** |
| **Qualifications**   * Certificate IV in Business Administration or equivalent qualification. * Current clean driving licence.   **Professional skills and experience**   * Substantial experience in an administration role with knowledge of reception, rosters and finance. * Ability to use the Microsoft Suite at an intermediate level with professional typing skills (min:45wpm) * Experience with desktop publishing and e-learning platforms * Ability to update social media and organisational websites * Commitment to the Disability and Children’s Services Standards and WHS Act and Standards.   **Interpersonal skills and experience**   * Strong communication skills and demonstrated flexibility. * Demonstrated ability to problem solve and use initiative. * Ability to manage time, set priorities and organise work activities. |



**Variation to Conditions of Employment**

These conditions of employment, your duties and your location may be varied by Multitask during the term of your employment. The terms and conditions in this Position Description are to be read in conjunction with the general terms and conditions of employment which form part of your letter of offer.

**Agreement**

I hereby accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the general terms and conditions of employment and I agree to abide by the terms and conditions stipulated therein.

**Name:**  **Signature:  Date:**

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