



# **Position Description** **Administration Officer**

Version: 2.0

November 2022

## PART A: POSITION SPECIFICATION

Role title	
Position Title	Administration Officer
Classification level/award rate:	Social, Community, Home Care and Disability Services Award 2010; Grade 2
Reporting structure:	<u>Reporting to:</u> Finance & Governance Manager <u>Relates to:</u> Management Team

### Position statement

This position provides administrative support across all areas of Lifeline South Coast. The Administration Officer will be required to manage competing priorities, be able to work both responsively and proactively, and be comfortable using a range of systems to meet the needs of the organisation

The key outcomes of this position will be

- Coordinating the delivery of training to internal and external stakeholders
- Coordinating volunteer records
- Efficient, accurate and timely provision of administration support throughout the organisation

This position will work within Lifeline South Coast values, policy and procedures.

### Responsibilities

The responsibilities of this role should be undertaken within the Lifeline South Coast strategic plan with emphasis on continually improving the provision of Lifeline South Coast systems, processes, and the services it provides.

#### General

- o General office duties including answering phones, basic cleaning, mail and purchase of staff and volunteer amenities, office supplies and first aid supplied as required
- o Data entry for accounts payable and receivable
- o Meeting coordination including coordination of invitations/attendees, booking venues, collating papers, organising equipment and refreshments
- o Event management support as required
- o Project work on an ad-hoc basis as directed by management.
- o Attendance at, and contribution to, staff meetings and training sessions

#### Training

- o Provide event management support (organising venues, catering, participant communications) for training events

- Organise and prepare training course materials and supplies
- Crisis Support
  - Complete criminal record and working with children checks as required
  - Maintain recording of accreditation
  - Administrative assistance for training groups including monitoring and responding to applications, scheduling interviews, and preparing training materials
- Other
  - Other duties as required
  - Additional duties from time to time possibly due to staff leave and/or other reason

### Delegations, authority levels and decision making

- Decision Making; This role has scope to recommend administrative systems and processes for review before action.
- Volunteer Management; Ongoing management and supervision of volunteer/s in area
- Staff Management; Coordination and booking of trainers and contractors within approved budget
- Financial; Purchasing with petty cash as per policy limits
- Media; Nil. No comment should be made to the media without express permission from the Marketing & PR Manager and/or CEO
- Promotional Material – Nil. No promotional material should be prepared without permission from the Marketing & PR Manager.

## PART B: PERSON SPECIFIC

### Qualifications and experience

#### Essential

- Cert IV in business administration OR 3 years' experience in an administration-based role

#### Desirable

- Experience working in a not-for-profit environment
- Experience working in adult/workplace education and training

### Key skills/abilities and personal attributes

- Exceptional time management and prioritisation skills
- Work autonomously within the boundaries of the role and as part of the team
- Attention to detail
- High level written and verbal communication skills

- Ability to build relationships and provide high level customer service across diverse stakeholder groups
- Experience in a variety of software programs, and the ability to quickly learn new programs
- Safety focused including self-care