



## **Reception Administration Officer - Permanent, Part time**

**Aboriginal and Torres Strait Islander identified role**  
**Alice Springs, NT**

**Permanent Part-Time 60 hrs f/n.**

**SCHADS award level 3 plus remote salary sacrifice options and 10.5% super**

- Six weeks leave per year (pro rata)
- Additional five days mandated leave (mini-breaks, not cumulative)
- Attractive remote salary sacrifice options
- \$500 annual wellbeing payment (not cumulative) per annum

### **Organisation Profile**

MoneyMob Talkabout is a not-for-profit organisation providing a range of community services and programs in the APY Lands in northern South Australia, and in Alice Springs. We have remote offices in the communities of Ernabella (Pukatja) and Mimili, and provide outreach services to other Anangu communities. Our current programs and services include:

- Financial counselling
- Financial capability and education
- No Interest Loans
- Services SA agency
- Centrelink Agency
- Mimili Family Wellbeing Centre Coordination
- Pawa Aṯunmankunytjaku Project
- Small Business Mentoring

Please see our website for further details [www.moneymob.org.au](http://www.moneymob.org.au).

MoneyMob is committed to Indigenous employment and a culturally competent workplace. We encourage qualified Aboriginal and Torres Strait Islander applicants to apply for all levels of roles.

### **MoneyMob Talkabout Program History & Overview**

MoneyMob Talkabout receives funding from a variety of different Commonwealth, State Government and not-for-profit sources.

MMT began as a touring program in regional and remote Northern Territory and WA communities in mid 2010, providing financial literacy education and connecting people to other financial support programs such as money management and financial counselling. Since 2012, MoneyMob Talkabout has run an integrated financial wellbeing service in the APY Lands, which includes services such as financial counselling, capability, no-interest loans, licensing and registration and Centrelink agency.

In early 2020 we took over responsibility for coordinating the Mimili Family Wellbeing Centre, from the Department of Human Services SA. In July 2020 we commenced delivery of the Future Sustainability Energy Education program with the Department of Energy and Mining. This project will see MoneyMob deliver house to house community education alongside the introduction of electricity charging in Anangu communities.

MoneyMob is one of the agencies that helped spearhead the campaign that resulted in 2021 in the second largest corporate penalty in the history of Australian consumer law for conduct by a private organisation against disadvantaged people. In May 2021, MoneyMob's Managing Director Carolyn Cartwright was awarded the Financial Counselling Australia Chair's Special Recognition Award for Outstanding Contribution to Financial Counselling.

### **Vision, Values and Philosophy**

Our vision is that 'Aboriginal people and communities are empowered to achieve economic wellbeing and self-determination'.

Our focus is 'Aboriginal people are equal partners in and co-creators of our practice. We advocate, influence, deliver services, build and share knowledge to tackle inequality'.

Our values guide all aspects of our work including our service delivery, advocacy, governance and management. They are:

**Courage:** We are committed to advocating strongly for change and confronting injustices.

**Empowerment:** We work to support Aboriginal and Torres Strait Islander people to exercise their agency in their ongoing struggle for autonomy, rights, opportunities and recognition of the inherent value of their culture and communities.

**Integrity:** Honesty, openness, accountability, fairness and inclusiveness must be at the core of everything we do and are.

**Insight:** We take reasoned action grounded in our organisational knowledge, evidence and ethics; the wisdom of the people, organisations and communities working alongside us; current thinking and research about what works nationally and internationally.

**Innovation:** We are an enterprising and agile organisation, motivated to continually improve, adapt and develop inventive solutions that create value and are valued by people.

### **Key Philosophies**

#### **❖ Indigenous Employment**

MoneyMob Talkabout prioritises Indigenous and Anangu Employment when possible. Our task is one of continuous learning in how we can improve support to our Indigenous workforce.

#### **❖ Walking Beside People**

Our philosophy is to "do with, not for" - whether this be with clients or colleagues, and even when it is slower than doing something ourselves. Our task is to help people draw on their personal strengths and knowledge in order to achieve their financial and social wellbeing goals.

#### **❖ Two Way Learning**

We also emphasise two-way learning, where our staff (are expected to) learn as much from Anangu as Anangu learn from us. All non-local staff are expected to make efforts to acquire local language skills.

#### **❖ Colonization and Power**

Our non-Indigenous staff are expected to maintain a critical awareness of our position of power with relation to Indigenous peoples. We come from the dominant colonizing western culture, which positions itself as "the norm" and historically devalues other perspectives. In our work, we are inviting Anangu to consider cultural ideas and practices that are still a relatively new – and in some cases unwelcome – overlay on Aboriginal culture. Particularly as regards to money.

#### **❖ Inter-personal and intra-community power relations**

There are also various power imbalances within the communities themselves - including those of age, ability, and gender. We need to be alert to these when working with clients to ensure that we are not unwittingly making a situation worse. We should be careful about making assumptions that these are cultural differences.

## **Position Context**

The APY Lands cover an area in excess of 100,000 square kilometres from the Stuart Highway to the Western Australian border. The APY Lands are extremely remote, with the nearest major town being a minimum of 450 kms away in Alice Springs. The resident population is estimated to be 2,500 people spread across a number of small communities and homelands. The population is very young in comparison with the Australian average, and is recognised as having high levels of socio-economic disadvantage.

Aboriginal people (especially in Central Australia) have a short history with money, having not been recognised as citizens of Australia until 1967. Since colonization they have survived the days of missions and being paid in rations, stolen wages and being treated as though they are incapable of learning about and managing money. They regularly contend with scammers, unethical traders and practices in their communities and interactions with the broader society. They lack access to basic financial services such as banking. Low levels of educational attainment in the western system result in poor functional and financial literacy and numeracy. Ongoing racism, intergenerational and contemporary trauma have significantly impacted the social and economic wellbeing of communities. Despite this Anangu continue to survive, celebrate and practice language and culture.

## **Position Objectives**

The Reception Administration Officer will be based in our Alice Springs Office. The role is the first point of contact for clients and visitors, and is vital in conveying that MoneyMob is a welcoming, culturally safe and trauma-informed organization.

Aboriginal communities are widely understood to experience high levels of trauma and require trauma informed approaches from staff and organizations in response. Trauma-informed approaches recognise that the clients with whom we are in relationship must experience us as “safe” and caring on both a physiological and psychological level. We communicate this through our expressions, tone, consistency in working with the client and being sensitive to how they are at any given time. We ensure that the client has appropriate - not overwhelming - opportunities for control in their own life, by setting goals and working on tasks in small chunks that are matched to the client’s ability to undertake them. Whilst maintaining our own safety, we bring an awareness that angry, upset or inappropriate responses from clients might be the result of trauma they have experienced, rather than treating them as “poor/bad behaviour”.

The Reception Administration officer role is a critical support for all MMT staff, through ensuring key systems and equipment are functioning smoothly and effectively.

The objectives of the role are to:

- support the whole organization by delivering high quality and efficient administrative and logistics support
- support the whole organisation by assisting with the delivery of WHS and other safety measures
- meeting clients and visitors at reception with genuine warmth and understanding



## Appendix A: Position Description

<b>Position Title</b>	Reception Administration Officer
<b>Position type and location</b>	Permanent, Part Time 30 hours per week Based in Alice Springs <b>Identified position for an Aboriginal or Torres Strait Islander person</b>
<b>Salary Range</b>	Level 3 SCHADS award plus 10.5% superannuation Generous remote salary packaging options Six weeks annual leave (pro rata) Five days additional mandated breaks (not cumulative) Annual wellbeing payment of \$500 (taxable, not cumulative)
<b>Reporting and Working Relationships</b>	This position: <ul style="list-style-type: none"> <li>● Reports directly to the Corporate Services Manager</li> <li>● Works with and supports MoneyMob staff and volunteers</li> </ul>
<b>Special Work Requirements</b>	<ul style="list-style-type: none"> <li>● National Police records check</li> <li>● Working with Children and vulnerable persons check</li> <li>● Fully vaccinated with two doses of the COVID-19 vaccine</li> <li>● Driver's license</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>● Genuinely friendly, warm and non-judgmental</li> <li>● Reliable and punctual</li> <li>● Highly organised</li> <li>● Motivated and able to take initiative</li> <li>● Willingness to listen and learn</li> <li>● Understanding, patience and a willingness to build capacity in others</li> <li>● Flexible and robust. Able to adapt to challenges including: <ul style="list-style-type: none"> <li>▪ Changing plans to accommodate unexpected events</li> <li>▪ Talking to client who may be stressed and in a crisis</li> <li>▪ Liaising calmly with staff who are coping with environmental challenges and demands of their work</li> </ul> </li> </ul>
<b>Key Responsibilities</b>	<ul style="list-style-type: none"> <li>● Provide effective and timely management of <b>reception</b> and common office areas. Answer phones, emails and greet visitors in a warm, professional manner. Maintain COVID and cleaning protocols applicable to the Alice Springs office.</li> <li>● Greet clients visiting our service, provide support interacting with different agencies and/or complete referrals. Conduct client <b>intake assessment</b> where other staff are not available.</li> <li>● Following appropriate delegations, provide <b>finance administration</b> support of account receivable and payable, assist with end of month processes as required</li> <li>● Support management and staff with planning, <b>logistics</b> and program resourcing by facilitating purchasing, making bookings and aiding in travel planning.</li> <li>● Provide effective planning, monitoring, <b>maintenance &amp; servicing</b> of organisational vehicles, housing and offices.</li> <li>● Proactively <b>maintain resource and office appearance</b> by</li> </ul>

	<p>implementing cleaning rosters, ordering stationery, provide basic IT support and assistant the management team where needed</p> <ul style="list-style-type: none"> <li>● Assist with planning and resourcing for meetings, prepare and record agenda and minutes for distribution</li> </ul>
<b>Key Tasks</b>	<p><b><u>Reception</u></b></p> <ol style="list-style-type: none"> <li>1. Manage office reception as the first point of contact for clients, visitors and contractors. Ensure a professional, welcoming and accepting environment for people who engage with MoneyMob</li> <li>2. Answer phone, take detailed messages or warm transfer calls to correct staff member</li> <li>3. Send and respond to emails in a timely manner</li> <li>4. Maintain the COVID safe protocols for office as required by law</li> <li>5. Ensure there is adequate reception coverage if you are away from your desk by liaising with other staff for relief.</li> </ol> <p><b><u>Intake Assessment</u></b></p> <ol style="list-style-type: none"> <li>1. Assist with ensuring the waiting room and consult rooms are clean and welcoming for clients. Ensure clients are given tea/coffee/snack on arrival.</li> <li>2. Undertake internal training on client intake and assessment to support frontline staff with clients</li> <li>3. Undertake intake and assessment by gathering client details, checking against our database and updating out of date information, gathering details about their needs for assistance, allocating them to the duty worker or placing them on the waiting list</li> <li>4. Provide adequate referral information regarding other support services relevant to client needs and facilitate warm phone referrals as necessary</li> <li>5. Enter client case notes and referrals into database after each interaction.</li> <li>6. Liaise with other staff or outside services to assist with client transport if possible, taking into account staff and vehicle availability at the time</li> </ol> <p><b><u>Finance Admin</u></b></p> <ol style="list-style-type: none"> <li>1. Promptly and accurately process and code invoices and receipts for approval</li> <li>2. Review supplier statements and contact accounts receivable and payable about payments and account information</li> <li>3. Create accounts receivable invoices to be approved by Corporate Services Manager</li> <li>4. Follow up with staff for receipts and assist with the monthly reconciliation processes as needed</li> </ol> <p><b><u>Logistics, program support and assets maintenance</u></b></p>

	<ol style="list-style-type: none"> <li>1. Under supervision of the Corporate Services Manager, arrange repairs and maintenance for all offices and houses. Promptly communicate any updates effectively with staff</li> <li>2. Contact remote office staff on a monthly basis to review stock levels of all amenities and stationery items. With approval, purchase and coordinate getting items to the offices promptly.</li> <li>3. Assist in recording and monitoring vehicle allocation and usage as needed</li> <li>4. Assist with driving vehicle to mechanics for servicing, repairs or other appointments where needed</li> <li>5. Maintain contact with remote staff and coordinate a booking systems for internal staff to share accommodation during remote trips</li> <li>6. Send asset register details to each business unit for annual review</li> </ol> <p><b><u>Administration</u></b></p> <ol style="list-style-type: none"> <li>1. Collect and send mail daily from post office</li> <li>2. Regularly check and maintain stock levels of office stationery, cleaning and staff amenity supplies at all offices in accordance with the purchasing policy</li> <li>3. Purchase marketing materials as directed (business cards, flags etc)</li> <li>4. Ensure office workstations are ergonomically set up and equipped for staff use</li> <li>5. Water and maintain office plants weekly</li> <li>6. Send reminders as needed to ensure staff are cleaning offices spaces</li> <li>7. Liaise with office cleaners as needed</li> <li>8. Assist with planning and resourcing for meetings, prepare and record agenda and minutes for distribution</li> <li>9. Provide basic IT support and troubleshooting to staff in person and over the phone</li> <li>10. Book travel and accommodation for approved travel requests.</li> </ol> <p>Other duties as required.</p>
<b>Key Performance Indicators</b>	<ol style="list-style-type: none"> <li>1. Reception always staffed, visitors greeted warmly and offer tea/coffee</li> <li>2. Professionally answer the phone within three rings with warm call transfers to to other staff. Phone messages taken accurately and passed on promptly</li> <li>3. Client details correctly recorded at intake and clients accurately allocated to relevant program stream or referral organizations and case notes recorded for all client interactions</li> <li>4. Office clean and tidy at all times, plants maintained and watered as required.</li> <li>5. Office amenities, stationery, COVID supplies, house supplies and vehicle safety equipment maintained and available at all times.</li> <li>6. Purchasing conducted in accordance with purchasing policy and by obtaining correct approvals.</li> <li>7. Building and staff housing maintenance scheduled and undertaken as per time requirements and with appropriate</li> </ol>

	<p>updates to affected staff.</p> <ol style="list-style-type: none"> <li>8. Develop and maintain an internal booking system for use of shared staff housing. Coordinate booking requests with remote based staff.</li> <li>9. Accounts payable processed and coded weekly to ensure accurate and timely payment. Review supplier statements and make contact for any unpaid invoices.</li> <li>10. Accounts receivable prepared for approval</li> <li>11. Accurate and timely monthly reconciliation of corporate credit card completed with reminders and follow ups to staff for missing staff receipts</li> <li>12. Effective basic IT operational and troubleshooting advice provided to staff as required.</li> <li>13. Accountability for key responsibilities demonstrated by continuously updating, communicating and responding in Asana task management software</li> </ol>
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<b>Selection Criteria</b>	<ol style="list-style-type: none"> <li>1. Experience in business and/or finance administration activities and procedures</li> <li>2. Good written and verbal communication skills and numeracy</li> <li>3. Understanding of Aboriginal people and their history, empathy and patience for people with complex needs</li> <li>4. Demonstrated ability to organise and prioritise work, meet deadlines, and adapt to changing circumstances in the office</li> <li>5. Demonstrated ability to show initiative, solve problems and contribute to process improvement in a complex environment</li> <li>6. Experience with Google Suite, Microsoft Office applications, email, internet searching, apple products such as iPhone, iPad, Macbooks</li> </ol> <p>Desirable:</p> <ol style="list-style-type: none"> <li>7. Knowledge of or willingness to learn Pitjantjatjara</li> </ol>
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