

	Position Title: Administration Officer		Team: Administration	Region: Central
	Supervisor: Senior Manager Administrative Operations	Delegations and Authorities: In Line with Delegations Policy	Band: (A-F) A	Date Completed: 6 September 2018

ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS	ROLE CONTEXT
<p>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</p> <p>Berry Street chooses to work with children, young people and families with the most challenging and complex issues arising from their experience of abuse, neglect or violence.</p> <p>To achieve our Vision, Berry Street delivers a wide range of services across metropolitan, regional and rural Victoria - from strengthening families and communities to those that focus on helping children, young people and adults recover from the trauma of violence, abuse and neglect.</p> <p>We also engage government, other community organisations and the general public in child-focussed advocacy and knowledge sharing.</p>	<p>The Administration Officer is responsible for providing general administrative assistance to staff at the Berry Street Central Office and will be based on Reception.</p> <p>The role is 4 days a week and is a fixed term contract until December 2019.</p> <p>The Administration Officer is a member of the Central Administration Team, consisting of the Senior Manager of Administrative Operations and Administration Officers.</p> <p>Occasionally the Administration Officer will interact with clients who have experienced considerable trauma and may exhibit challenging behaviour. The Administration Officer shares in the responsibility of all staff to ensure that everyone who has contact with Berry Street, whether that is via telephone or in person, is treated in a courteous, respectful and efficient manner.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p>Berry Street expects all staff to apply these Values in all aspects of their work.</p> <p>Courage: To be the best we can be and to never give up</p> <p>Integrity: Expect a personal and organisation commitment to honesty</p> <p>Respect: Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p>Accountability: Be responsible for our own actions</p> <p>Working Together: Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>	<p>The primary objective of this role is to ensure adequate and appropriate administrative and reception support is provided to the Central Office.</p>
	REPORTING RELATIONSHIPS
	<p>This role is based at our Central Office in Richmond and is part of the broader administration team at that office, within the region and across the organisation.</p> <p>This role reports to the Senior Manager, Administrative Operations who will provide supervision, support and annual performance review.</p> <p>This role has no direct reports and works in conjunction with other team members.</p>

EXPECTATIONS

- Conduct themselves in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together.
- Have a demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
- Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women.
- Berry Street are committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street are also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities.

KEY SELECTION CRITERIA

- Self motivating with the ability to work autonomously
- Proven Reception experience with the ability to multi task
- Excellent communication skills – verbal and written – including being able to communicate effectively
- Highly developed administrative and organisational abilities in an administration setting.
- Excellent time management skills and experience in managing a high workload with minimal direct supervision, prioritising work within established policies, guidelines and procedures.
- Have a sensitive non-judgmental approach and be aware of the needs of clients, staff and other people.
- Accuracy and high attention to detail.
- Skills in assisting all levels of staff and external bodies with a supportive demeanour.
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.

QUALIFICATIONS AND OTHER REQUIREMENTS

- Minimum of 3 years' experience in administration, or vocational training in Admin (such as a Cert IV/ Diploma in Business Admin or above).
- Excellent computer skills including MS Word (advanced level), Excel, PowerPoint & Outlook (intermediate level.) Access and Publisher would also be an advantage. Ability to touch type accurately and at a reasonable speed and produce high quality work.
- Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

DESIRABLE

- Experience working in a Not-For-Profit/ Community Services setting is desirable, but not essential.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
General Office Administrative Duties	<ul style="list-style-type: none">• Ensure that the reception function is maintained in an orderly, friendly and professional manner.• Listenign to and actioning all voicemails as well and electronic faxes received and generic emails, as needed• Answer all incoming calls, redirect calls to appropriate staff and take messages as required.• Receive, assist and redirect all visitors to the office.• Manage visitors to the office; this will include visitor's log book, passes, car parking and directing visitors to training room, meetings and facilities.• Ensure that the reception area is kept neat and tidy at all times and is welcoming, and that appropriate promotional material is displayed, eg. Annual Reports, Newsletters, display stands, etc. Maintain a clean and tidy utility room and ensure deliveries and boxes are collected by the recipients.• Administer incoming and outgoing mail and arrange couriers.• Take primary responsibility for booking of pool cars, catering, equipment registers, petty cash, cab charges, myki's, etc for the Central Office,• organising visitor's passes and managing parking arrangements forexternal visitors• Ensure appropriate referral of clients to Berry Street staff or other agencies as required.Maintain confidentiality in all circumstances in accordance with Berry Street Policies and Procedures and Privacy legislation.• Data entry for different databases
Confidentiality	<ul style="list-style-type: none">• Maintain client confidentiality in all circumstances in accordance with Berry Street Policies and Procedures and Privacy legislation.

CONDITIONS OF EMPLOYMENT

1. This position is for 60.8 hours per fortnight, worked over a 4 day working week. There is no paid overtime, but any extra hours worked may be accrued as Time-in-Lieu according to the *Berry Street Victoria 2014-2017 Agreement*.
2. You will initially be employed at the Central office. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
3. Terms and conditions of employment are in accordance with the *Berry Street Victoria 2014-2017 Agreement*, which includes above Award payments and eligibility for remuneration packaging. Salary packaging up to \$15,900 is available to Berry Street employees who meet the eligibility criteria outlined in our Salary Packaging Policy.
4. The base salary for this position is at SCHADS Level 4, Pay Point 1 – which is currently \$63,461.31 gross (pro-rata) under the *Berry Street Victoria 2014-2017 Agreement*. The value of the salary can be increased through salary packaging.
5. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
6. The successful applicant will be required to undergo satisfactory pre-employment checks, including two professional referees, a pre-existing health declaration, a criminal records check and proof of identify, driver's licence and qualifications. A valid Working With Children Check is also required.
7. The successful applicant will initially be employed for a probationary period of three months. During this period, either party can terminate employment with one week's notice. A probationary review before three months will be undertaken.
8. Agency vehicles are available for authorised use and these should be used at all times for work-related purposes, in accordance with the Berry Street Motor Vehicle Policy. However, if you are authorised to use your own vehicle for work-related purposes, you will be paid an allowance per kilometre, which includes provision for comprehensive insurance and other running costs. Berry Street is unable to insure private vehicles owned by staff and will not accept any liability for damage to any staff vehicles incurred while being used for work-related purposes.
9. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
10. Berry Street has a smoke-free workplace policy.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment	Daily
	Work in different geographic locations	Occasionally
	Work in an office which may be open plan	Daily
	Work in buildings which may be two-storey	Daily
	Sit at a computer or in meetings for extended periods	Daily
People Contact	Interact with clients who may have a physical or sensory disability	Occasionally
	Liaise with government, non-government and community organisations	Daily
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police	Daily
	Interact with clients and members of the public who could display verbal or physically challenging behaviour	Occasionally
	Respond to queries and requests for assistance as needed, often on the spot	Daily
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, electronic whiteboards	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions	Occasionally