

	Position Title: Administration Officer		Team: Administration Team		Region: Hume
	Supervisor: Senior Administration Officer	Delegations and Authorities: In Line with Delegations Policy		Band: A	Date Completed: 7 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 needs. We work across metropolitan, regional and rural Victoria.</p> <p>To achieve our Vision, Berry Street delivers a wide variety of programs, from those aimed at strengthening families and communities through to those that focus on helping people 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 and reception support as required. The Administration Officer is a member of the Hume Administration Team which has key offices in Shepparton & Seymour</p> <p>Occasionally the Administration Officer will interact with clients who have experienced considerable trauma and may exhibit challenging behaviour. As the Administration Officer is the 'face' of the region for external clients and key partners, we expect them to act in a professional and respectful manner at all times with all staff and exhibit Berry Street's core values in all they do.</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 provide reception and administrative support to staff and programs in the Hume Region, which has multiple programs and locations.</p> <p>This role also supports broader organisational administrative tasks which include:</p> <ul style="list-style-type: none"> • Fleet management • I.T support, including setting up new mobile phones for staff • Financial Administration and reconciliation for the region • Booking accommodation and flights for staff • Property maintenance and service requests <p>Many tasks involve maintaining and updating various databases, records and internal systems to ensure accurate information is held at all times.</p>
	REPORTING RELATIONSHIPS
	<p>Whilst this role is based from our Shepparton office, travel may be required to support our Seymour office and Shepparton school. This role is part of the broader Administration Team.</p> <p>This role reports to Senior Administration Officer who will provide supervision and review. This role has zero direct reports and works in conjunction with other team members.</p>

EXPECTATIONS	
<ul style="list-style-type: none"> • 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: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE	
<ul style="list-style-type: none"> • Highly developed administrative and organisational abilities in a team administration environment. • Self-motivated with the ability, in consultation with the Senior Administration Officer, to initiate and develop logical administrative systems to improve efficiency and effectiveness of administrative functions. • 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, including ability to touch type at reasonable speed • Excellent communication skills – verbal and written • Experience in working with MS Office Suite, particularly Excel spreadsheets & functions, Word formatting and database management. • 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	DESIRABLE
<ul style="list-style-type: none"> • Experience in administration or hold a relevant qualification (such as a Cert IV/ Diploma in Business Admin or above). • Excellent computer skills including MS Word, Excel, & Outlook (intermediate level.) Experience with client databases is highly advantageous. • 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. 	<ul style="list-style-type: none"> • Experience working in a Not-For-Profit/ Community Services setting is desirable, but not essential. • Financial administration experience

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Reception Duties	<ul style="list-style-type: none"> • Receive, assist and redirect all visitors to the office. • Answer all incoming calls, redirect calls to appropriate staff and take messages as required. • Ensure that at all times the reception area is in an orderly manner and that Berry Street program and organisational displays are maintained, such as the Values Statement, Strategic Plan Poster, etc. • Ensure that the answering machine is switched on/off daily and that messages are checked and conveyed to the appropriate person. • Assist with and ensure that appropriate referrals of clients are made to Berry Street staff or other agencies as required. • Administer all incoming mail and outgoing mail. • Expeditiously handle and distribute facsimiles – in particular, collation, counting and faxing of timesheets each Monday before pay day to the Central office. • Receive, transmit and redirect email messages as required. • Take responsibility for ensuring that all cover sheets for the fax machine are kept up-to-date and that automatic dialling numbers are maintained in the fax machine
General Office Administrative Duties	<ul style="list-style-type: none"> • Take responsibility for ensuring that stationery, paper and amenities are ordered and appropriate stock is maintained. • Update and maintain list such as contact lists and internal extension lists. • Take responsibility for arranging maintenance of office equipment, such as photocopiers and fax machines, and ensure adequate supplies of consumables are maintained. • Provide administrative support to staff within the region, including typing and photocopying, as required. • Provide administrative support to staff within the region when completing ERIN reporting and CrimCheck paperwork. • Attend regional administrative, site and staff meetings, as required. • Where required by Senior Administration Officer take minutes of meetings. • Be responsible for co-ordinating bookings for meeting rooms and ensure that meeting rooms are maintained at a high standard, both before and after meetings. • Assist in overseeing and maintaining a professional and tidy office space including the general amenities for the South Eastern Region. • Under direction of the Senior Administration Officer book accommodation and flights as required for staff. This includes researching appropriate accommodation, making and confirming bookings, organising payment and advising staff.
Financial Management	<ul style="list-style-type: none"> • Ensure that the Petty Cash system is maintained at the site, in accordance with financial requirements of the Hume Region, including payment reimbursements and raising invoices. • Under the direction of Senior Administration Officer, purchase supplies for the site and for programs, as required. • Ensure all invoices are forwarded in accordance with Hume's procedures to our Finance Department. • Keep financials expenditure records, as required.
IT Support	<ul style="list-style-type: none"> • Provide basic IT support to staff within the site and direct other problems to the Help Desk located at Central Office. • Liaise with the IT team at Central Office to rollout minor changes and updates to IT systems.

	<ul style="list-style-type: none"> • Support set up and maintenance of staff mobile phones.
Confidentiality/Privacy	<ul style="list-style-type: none"> • Maintain client confidentiality in all circumstances in accordance with Berry Street Policies and Procedures and Privacy legislation.
Records Management	<ul style="list-style-type: none"> • Maintenance of databases including DHHS carers registry, CRISSP, EDDI, CRP and SHIP and other local systems. • Maintain client, program and resource filing systems as appropriate. • Archiving of client records and program records in accordance with Berry Street Policies and Procedures and Privacy legislation.
Other Duties	<ul style="list-style-type: none"> • Perform other duties as directed. • 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.

CONDITIONS OF EMPLOYMENT

1. This position is for 60.8 hours per fortnight. There is no paid overtime, but any extra hours worked will be accrued as Time-in-Lieu according to the *Berry Street Victoria 2014-2017 Agreement*.
2. You will initially be employed at our Shepparton 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 SCHCADS Level 4, Pay Point 1 which is currently \$63,461.31 under the *Berry Street Victoria 2014-2017 Agreement*. The value of the salary can be increased through salary packaging.
5. 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.
6. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
7. The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 professional referees, a pre-existing injury/disease declaration, a criminal records check and proof of identity and qualifications.
8. The successful applicant will initially be employed for a probationary period of 3 months. During this period, either party can terminate employment with one week's notice. A probationary review before 3 months will be undertaken.
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.	Occasional
	Be exposed to all outdoor weather conditions.	Occasional
	Work in unstructured environments (e.g. outreach).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Daily
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
Manual Handling	Undertake manual handling (eg: lifting, pulling, pushing, moving, transferring, digging, twisting, restraining, supporting) of equipment, which would be of varying weight and size.	Daily
People Contact	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	Regular
	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.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Facilitate access to specialist, generic and community services.	Daily
	Undertake training and professional development activities.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and 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,	Daily

	overhead projectors, televisions, videos, and electronic whiteboards.	
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional