

	Position Title: Administration Officer		Team: Administration Team		Region: North
	Supervisors: Senior Manager Administrative Operations	Delegations and Authorities: In Line with Delegations Policy		Band: A	Date Completed: 5 June 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 support to staff as required. The Administration Officer is a member of the Northern Administration Team, consisting of the Senior Manager of Administration, Senior Administration Officer 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 and is referred to the relevant staff member as soon as possible.</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 in the Northern Region.</p>	
		REPORTING RELATIONSHIPS	
		<p>This role is based at our Eaglemont Office. It is part of the broader Administration Team.</p> <p>This role reports to Senior Manager Administrative Operations who will provide supervision and review. This role has no direct reports and works in conjunction with other team members.</p> <p>This is a permanent, part time position.</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"> • Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies • Highly developed administrative and organisational abilities in an administration setting. • 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. • 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. • Excellent interpersonal and communication skills (written and telephone) 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Experience working in a Not-For-Profit/ Community Services setting is desirable, but not essential.

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 in an orderly manner. • Under direction of the Senior Manager of Administration 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 a Petty Cash system is established and maintained at the site, in accordance with financial requirements of the Central Office including payment reimbursements and raising invoices. • Purchase supplies for the site and for programs, as required. • Ensure all invoices are sent daily to Central office 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.

	<ul style="list-style-type: none"> • In consultation with the IT team at Central Office, perform daily back up of IT systems, in accordance with IT procedures. • Liaise with the IT team at Central Office to rollout minor changes and updates to IT systems.
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 DHS carers registry, CRISSP, DDS Data Exchange and CSNet. • 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	<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. This role is a permanent, part time position
3. You will initially be employed at our Eaglemont Office. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
4. 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.
5. The base salary for this position is SCHADS 4 Pay Point 1 which is currently \$63,461.31 gross per annum under the Berry Street Victoria 2014-2017 Agreement. The value of the salary can be increased through salary packaging.
6. 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.
7. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
8. 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.
9. 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.
10. 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.
11. 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
	Work office hours with the possibility of extended hours.	Occasional
	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
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.	Occasional
People Contact	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.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Occasional
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
	Undertake intensive administrative tasks, which include computer work, report writing (eg financial reports), participating in meetings and concentrating for long periods of time.	Regular
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Occasional
	Use public transport including trains, buses, trams and taxis.	Occasional