

	<b>Position Title:</b> Administration Officer		<b>Team:</b> Administration		<b>Region:</b> Western
	<b>Supervisor:</b> Senior Manager, Administrative Operations	<b>Delegations and Authorities:</b> In Line with Delegations Policy	<b>Band:</b> A	<b>Date Completed:</b> January 2019	

## ORGANISATIONAL INFORMATION

OUR VISION AND PURPOSE	ROLE CONTEXT
<p><b>We believe children, young people and families should be safe, thriving and hopeful.</b></p> <p><b>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</b></p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p><b>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</b></p>	<p>The Administration Officer is responsible for providing general administrative support to staff as required. The Administration Officer is a member of the Western Region Administration Team, consisting of the Senior Manager, 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. As with all Berry Street staff, the Administration Officer is expected to act in a professional and respectful manner and ensure that the person is referred to the relevant staff member as soon as possible.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p><b><i>Berry Street expects all staff to apply these Values in all aspects of their work.</i></b></p> <p><b>Courage:</b> to never give up, maintain hope and advocate for a 'fair go'</p> <p><b>Integrity:</b> to be true to our word</p> <p><b>Respect:</b> to acknowledge each person's culture, traditions, identity, rights, needs and aspirations</p> <p><b>Accountability:</b> to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p> <p><b>Working Together:</b> to 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 Western Region and Take Two.</p>
	REPORTING RELATIONSHIPS
	<p>This role is based at our Mt Helen Office.</p> <p>This role reports to the Senior Manager, Administrative Operations who will provide supervision and review.</p>

EXPECTATIONS	
<ul style="list-style-type: none"> <li>• Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together.</li> <li>• Have a demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.</li> <li>• 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.</li> <li>• Berry Street is committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street is also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities.</li> </ul>	
KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE	
<ul style="list-style-type: none"> <li>• Excellent written and oral communication skills (including public speaking, presentations and facilitation skills).</li> <li>• Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.</li> <li>• Highly developed administrative and organisational abilities in an administration setting.</li> <li>• Self-motivated with the ability, in consultation with the Administration Team to initiate and develop logical administrative systems to improve efficiency and effectiveness of administrative functions.</li> <li>• Excellent time management skills and experience in managing a high workload with minimal direct supervision, prioritising work within established policies, guidelines and procedures.</li> <li>• Have a sensitive non-judgmental approach and be aware of the needs of clients, staff and other people.</li> <li>• Skills in assisting all levels of staff and external bodies with a supportive demeanour.</li> </ul>	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> <li>• Minimum of 3 years' experience in administration, or vocational training in Administration (such as a Cert IV/ Diploma in Business Admin or above).</li> <li>• Excellent computer skills including MS Word (advanced level), Excel, PowerPoint &amp; 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.</li> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
<b>Reception Duties</b>	<ul style="list-style-type: none"> <li>• Receive, assist and redirect all visitors to the office.</li> <li>• Answer incoming calls, redirect calls to appropriate staff and take messages as required.</li> <li>• 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.</li> <li>• Ensure that telephone messages are checked and conveyed to the appropriate person.</li> <li>• Assist with and ensure that appropriate referrals of clients are made to Berry Street staff or other agencies as required.</li> <li>• Assist in administering all incoming mail and outgoing mail.</li> <li>• Assist with the prompt distribution of facsimiles – in particular, collation, counting and faxing of timesheets each Monday before pay day to the Central Office.</li> <li>• Receive, transmit and redirect email messages as required.</li> <li>• 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</li> </ul>
<b>General Administration</b>	<ul style="list-style-type: none"> <li>• When required, take responsibility for ensuring that stationery, paper and amenities are ordered and appropriate stock is maintained.</li> <li>• When required, update and maintain list such as contact lists and internal extension lists.</li> <li>• When required take responsibility for arranging maintenance of office equipment, such as photocopiers and fax machines, and ensure adequate supplies of consumables are maintained.</li> <li>• Provide administrative support to staff within the region, including typing and photocopying, as required.</li> <li>• Provide administrative support to staff within the region when completing ERIN reporting and CrimCheck paperwork.</li> <li>• Attend regional administrative, site and staff meetings, as required.</li> <li>• Where required by Senior Manager Administrative Operations, take minutes of meetings.</li> <li>• Be responsible for co-ordinating bookings for meeting rooms and ensure that meeting rooms are maintained in an orderly manner.</li> <li>• Under direction of the Senior Manager Administrative Operations, book accommodation and flights as required for staff. This includes researching appropriate accommodation, making and confirming bookings, organising payment and advising staff.</li> <li>• When required, assist in ensuring that the 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.</li> <li>• Purchase supplies for the site and for programs, as required.</li> <li>• As required, ensure all invoices are sent daily to the Central Office's Finance Department.</li> <li>• Keep financials expenditure records, as required.</li> <li>• Provide basic IT support to staff within the site and direct other problems to the Help Desk located at Central Office.</li> </ul>

	<ul style="list-style-type: none"><li>• As required by Senior Manager Administrative Operations, liaise with the IT team at Central Office to rollout minor changes and updates to IT systems.</li><li>• Maintain client confidentiality in all circumstances in accordance with Berry Street Policies and Procedures and Privacy legislation.</li><li>• Maintain client, program and resource filing systems as appropriate.</li><li>• Assist with the archiving of client records and program records in accordance with Berry Street Policies and Procedures and Privacy legislation.</li></ul>
<b>Other</b>	<ul style="list-style-type: none"><li>• Other duties as directed.</li></ul>

## CONDITIONS OF EMPLOYMENT

1. This position may be required to work additional hours as necessary, and 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 Mt Helen 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 remuneration for this position is SCHADS Level 4, PP1 \$65,326.56 gross per annum (full time equivalent), 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-employment health 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
<b>Work Environment</b>	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work on-call after hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Regular
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
<b>People Contact</b>	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
<b>Administrative Tasks</b>	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, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
<b>Transport</b>	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