

	Position Title: Administration Officer		Team: Administration		Region: Central
	Supervisor: Corporate Services Coordinator	Delegations and Authorities: In Line with Delegations Policy	Band: A	Date Completed: February 2019	

ORGANISATIONAL INFORMATION

OUR VISION AND PURPOSE	ROLE CONTEXT
<p>We believe children, young people and families should be safe, thriving and hopeful.</p> <p>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</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>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</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 Corporate Services Team.</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><i>Berry Street expects all staff to apply these Values in all aspects of their work.</i></p> <p>Courage: to never give up, maintain hope and advocate for a 'fair go'</p> <p>Integrity: to be true to our word</p> <p>Respect: to acknowledge each person's culture, traditions, identity, rights, needs and aspirations</p> <p>Accountability: 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>Working Together: 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 ensure adequate and appropriate administrative and reception support is provided to the Central Office.</p>
	REPORTING RELATIONSHIPS
	<p>This role is based at our Richmond Office.</p> <p>This role reports to the Chief Financial Officer who will provide supervision and review.</p>

EXPECTATIONS

- 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 within the principles of continuous improvement and occupational health and safety.
- Berry Street is committed to the principles of social justice. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion.
- 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 is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify with a sexual and or gender minority identity.

KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE

- Excellent written and oral communication skills (including public speaking, presentations and facilitation skills).
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.
- Self motivating with the ability to work autonomously
- Proven Reception experience with the ability to multi task
- 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.

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. • Listening 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, e.g. 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 for external 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
Administration	<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 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 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 remuneration for this position is SCHADS Level 4, Pay Point 1 – which is currently \$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 two professional referees, a pre-employment health declaration, a criminal record check and proof of identity and qualifications.
8. 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 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.	Rarely
	Work in unstructured environments (e.g. outreach).	Rarely
	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
People Contact	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	Occasional
	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.	Occasional
	Respond to queries and requests for assistance as needed, often on the spot	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, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
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.	Rarely
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