

	Position Title: Administration Assistant	Team: Strategic Engagement, Fundraising		Region: Central Office: Richmond
	Supervisor: Face to Face Specialist	Delegations and Authorities: In Line with Delegations Policy	Band: A BM 1.3	Date Completed: July 2019

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 Assistant is an integral part of the Face to Face team whom are responsible for acquiring new financial supporters to Berry Street.</p> <p>This role focuses on supporting the fundraising activities of our in-house face-to-face team, as well as coordinating activities related to key fundraising partners in the face-to-face marketing channel.</p>	
OUR VALUES		PRIMARY OBJECTIVES OF THE ROLE	
<p>We expect all staff to apply these Values in all aspects of their work.</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 support the operational and logistical demands of the face-to-face teams that are recruiting Berry Street supporters.</p>	
		REPORTING RELATIONSHIPS	
		<p>This role is based at our Richmond Office.</p> <p>This role reports to the Face to Face Specialist who will provide supervision and review.</p>	

EXPECTATIONS	
<ul style="list-style-type: none"> • 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 diversity and inclusion. 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	
<ul style="list-style-type: none"> • 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. • Highly developed administration skills • Excellent stakeholder management skills and capacity to engage proactively with internal and external stakeholders to achieve objectives • Ability to take initiative and work independently, as well as within a team • Highly developed interpersonal and communication skills, both written and verbal, including strong numeracy and spreadsheet skills • Highly organised with demonstrated ability to meet tight deadlines and work independently in managing competing projects • Self-motivated with a strong attention to detail • Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • Minimum 1-2 years' experience working in an administration role • 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 in an in-house or agency fundraising team • Knowledge of not-for-profit sector

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Operations Support	<ul style="list-style-type: none">• Book shopping centres and sites for the internal face-to-face team• Liaise with councils regarding fundraising permits• Organise timing, staff involvement, and content for the training and development program, working with the Face-to-Face Manager and suppliers• Assist with merchandise and collateral needs for the Face-to-Face teams, working with suppliers, the In-House Fundraising Team and Marketing and Communications• Assist the Face to Face HR Officer to ensure recruitment objectives of the fundraising team are being maintained
Administration	<ul style="list-style-type: none">• Update spreadsheets, systems and reporting related to Face to Face operations• Oversee the process of regular communication - reporting, training needs etc with fundraising suppliers• Document and monitor supplier contract details• Keep up to date activity forecasts and planned acquisition numbers for each supplier• General administrative and logistical support for the Face to Face program as required• Set up meetings with staff, internal and external stakeholders as required• Take and distribute minutes from team meetings as required• General administrative support to the Face to Face Specialist and other team members as required
Other	<ul style="list-style-type: none">• Other duties as required.

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.	Regular
	Work in unstructured environments (e.g. outreach).	Occasional
	Work office hours with the possibility of extended hours.	Regular
	Work on-call after 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
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
People Contact	Liaise with government, non-government and community organisations.	Regular
	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.	Occasional
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Occasional
	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.	Occasional
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional