



## Program Administrator

Reports to: Brighter Futures Area Manager  
Number of Direct Reports: 0  
Service/Team: Brighter Futures  
Date: December 2016

### SDN Purpose and Values

SDN Children's Services is a not for profit organisation that has been providing quality early childhood education and care since 1905. SDN is here for children from birth, and for their families and communities. We're here for the wellbeing of children, now and for the future. We believe that every person and every living thing has inherent worth, and is owed respect and care. We commit ourselves to being trustworthy and reliable, inclusive and respectful and creative and innovative.

SDN formally acknowledges the unique position of Aboriginal and Torres Strait Islander peoples as the First Australians and custodians of the land.

### Purpose of Service/Team

Brighter Futures is a government funded early intervention program which is committed to strengthening families and communities by providing families with young children the necessary services and support they need to help prevent an escalation of the problems they are facing.

### Primary Objective

To provide efficient, accurate and timely administration and support in areas of administration, finance, data collection and reporting for Brighter Futures ensuring program goals are met.

### Key Accountabilities

#### Service Delivery

- Be the first point of contact and attend to enquiries and visitors, including SDN families and staff from other organisations
- Manage the daily functions of the office including the receipt and recording of mail and email, phone calls, filing, ordering stationary and archiving records



- Manage and monitor the purchasing of goods/services, petty cash and invoicing (IPOS)
- Ensure all income is accurately recorded, receipted and banked and that all payments are properly authorised and accurately recorded.
- Maintain SDN vehicles ensuring they are booked in for services and organising repairs when required
- Maintain relevant databases including DoCS Connect and CRM, ensuring data is entered accurately and generate a range of reports and manage the integrity of databases
- Support staff with letter writing, 16A's (providing and requesting information) and complete subpoenas and file requests
- Organise and coordinate relevant internal and external meetings for staff and minute meetings
- Monitor staff whereabouts for safety
- Complete accountability and compliance documents including risk assessments and evacuation procedures.

### Working Relationships

- Model good working relationship behaviours
- Understand and comply with SDN policy on good working relationships
- Zero tolerance for discrimination, harassment, victimisation, bullying or other inappropriate workplace behaviours
- Report incidents of discrimination, harassment, victimisation, bullying or other inappropriate workplace behaviours.

### Work, Health and Safety

- Responsible for personal health and safety
- Complies with SDN requirements in relation to WHS & Injury Management activities and responsibilities
- Identifies and reports WHS problems, where evident, in processes or systems
- Reports accident/incident information promptly to RTW/WHS Consultant.

### Selection Criteria

- Diploma of Community Services (preferable)
- Strong administration experience ideally from the not-for-profit or community sector
- Demonstrated ability to build constructive working relationships with internal and external stakeholders
- Excellent written and verbal communication skills
- Proficiency in Microsoft Office and CRM (preferable)
- High attention to detail
- Hands-on experience in using computerised accounting and invoicing packages
- Demonstrates professionalism and the ability to maintain confidentiality.

## Competencies

### Level 1

#### Championing SDN

- Can describe the SDN mission, values, vision and goals.

#### Achieving Results

- Efficiently resolves queries.
- Provides correct information to the team to help them to make the right decisions.

#### Developing Self

- Shows respect humility and discretion in working with others.

#### Seeking, accepting and giving feedback

- Receptive to feedback given to them, responding positively and constructively.

#### Communicating and influencing

- Uses a professional tone which is open, responsive and flexible.

#### Relationship Management

- Identifies how to work most effectively with others.
- Seeks and welcomes relevant input from others.

#### Prioritising, planning and organising

- Prioritises day to day tasks to meet own and team's objectives most efficiently.

#### Innovating, adapting to and managing change

- Open to new ideas and ways of working.

#### Managing, empowering, and developing others

- Provides administrative processes to enhance efficiency and cohesion in the team.

#### Providing strategic direction and vision

- Awareness of SDN's strategic plan and vision and has an understanding of the direction of SDN.

#### IT and Systems

- Intermediate – high competence in Microsoft packages and role related systems.

## Outputs

- (6 – 8 outputs in total)

# Acknowledgment

Employee Name (please print)

Signature of Employee

Date signed

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Manager Name (please print)

Signature of Manager

Date signed

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