



## Administrative Assistant

### Position Description

---

<b>Position Title:</b>	Administrative Assistant
<b>Responsible Council:</b>	Wilcannia Forbes Central Council
<b>Reports to:</b>	Central Council Executive Officer
<b>Location:</b>	Central Council Office, Parkes NSW
<b>Primary position objective:</b>	The Administrative Assistant is a support staff member to the Central Council Executive Officer. The primary objective of the role is to assist with a range of administrative activities in a team environment to assist with the efficient operation of the Central Council office. This is to be conducted within the policies of and according to the philosophy of the Society of St Vincent de Paul.

### St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

### Department overview

The Central Council Office in Parkes consists of a team of 5 staff members who provide support for the Wilcannia Forbes Central Council of approximately 600 volunteers/members, 19 Conferences and 15 Vinnies shops, within an area covering 52% of NSW.

Conferences meet the needs of people seeking assistance from the Society in whatever capacity they can, while centres provide clothing and household goods to families and people at the request of

conferences. Centres sell donated goods to provide the funds for the conferences to meet the needs of families and people seeking assistance and for the conduct of all matters under the direction of the Central Council and Central Council Executive Officer.

## **Duties and Responsibilities**

### **Key Performance Areas**

In the performance of their work, the Administrative Assistant is expected to focus on the Key Performance Areas which are critical to the operation of the Society within the Wilcannia/Forbes Central Council:

#### **Administration:**

- Forward details of accounts payable through to State Support Office for payment.
- Inputting data into excel spreadsheets.
- Answer incoming calls and handle general enquiries or put call through to the appropriate person.
- Undertake filing and shredding activities as required.
- Assist with bulk mail-outs to members and volunteers.
- Assist in the preparation of reporting.
- Undertake daily mail and banking activities in coordination with Office Secretary and Financial Officer.
- Draft letters and emails as required in a well-constructed and accurate manner.

#### **Office Support:**

- Develop processes and systems for more efficient operation and recording of office activities.
- Document procedures of work undertaken as required.
- Assist in undertaking ad hoc office duties to ensure the smooth and efficient operation of the office.
- Attend and participate in meetings or other society activities as required.
- Advise the Central Council Executive Officer of recurring problems (that have been followed up) and which need Central Council Executive support.
- Attend staff training and other staff activities where necessary.

#### **Implementation of Society Policy**

- Assist the Central Council Executive Officer in ensuring the implementation of Society policy within the Central Council.

#### **Travel Requirements**

It is expected in the discharge of these duties, trips to post office and banks will be required. The position may also require attendance at quarterly Central Council meetings in the absence of the Central Council Secretary for the purpose of minute taking/meeting coordination.

### **Essential Criteria**

- Strong administrative experience
- Good written and verbal communications skills
- High level computer skills - competence with Microsoft Office Suite (Word, Excel, Outlook)
- Strong attention to detail
- Initiative and proactive approach to improving office procedures and systems
- The ability to handle problems promptly or escalate where appropriate
- Knowledge of WH&S requirements
- Ability to operate effectively within the mission and ethos of the Society
- An attitude of cooperation and empathy in dealing with the needy, public, Society members and other staff
- Appropriate drivers licence for mail and banking requirements