

Operations Administrator

Position Description

Directorate	Vinnies Services
Reports to:	Director, Homelessness and Housing
Direct reports:	Nil
Location:	Flexible within any of the Society's main metropolitan or regional offices across NSW
Primary position objective:	Providing high-level operational support to the Director and programmatic support to Regional Managers across the Division. The role coordinates all key administrative and secretariat functions for the Director, Homelessness and Housing.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

Homelessness and Housing: this team is responsible for state-wide management of excellent homelessness and housing services.

Community Inclusion: this team is responsible for state-wide management of excellent community inclusion services, including disability services.

Health: this team is responsible for state-wide management of excellent health services.

Clinical governance: this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

Program and Service Quality: this team is responsible for developing and implementing a Society-wide Quality Framework to support a culture of continuous improvement; and supporting quality review and audit processes.

Service innovation and business development: this team is responsible for service innovation and business development.

Accountabilities and responsibilities

The Operations Administrator will:

Project Management

- Develop and implement the creation of tools, resources, and communications to support the delivery of key Society projects including (but not limited to) the Impact and Outcomes Reporting; Homelessness and Housing Reference Group; Strategic Plan Implementation and Divisional Operational plans, Institute of Global Homelessness, and other Society wide projects.
- Contribute to the development of the projects and provide project management admin support to Director and other stakeholders.

People Management Support

- Coordinate and manage the supervision and operational review meetings for Director.
- Provide the Director with guidance and reporting support for monitoring the progress of teams to achieve performance indicators and targets agreed by funding body and the Society.

Administrative Support

- Coordinate all key administrative functions on behalf of the Director such as Corporate Cards, Pool Vehicles, budget monitoring, administration, file set up and maintenance.
- Provide full secretariat functions for all Supported Accommodation and Case Management meetings.
- Coordination of Supported Accommodation and Case Management Monthly Reports.
- Introduce and implement systems and processes that support Regional Managers and Coordinators to improve efficiency.
- Input of payments received for accommodation services on regular basis.
- Monthly upload of reports to funding body.

Programmatic Support

- Support the Director and support Program Managers to deliver their programmatic needs.
- Support Regional Managers and Coordinators (both individually and collectively) to implement Program Logic in regions/programs ensuring consistency.
- Develop monthly trends and analysis report – quarterly for the Director and relevant Program Managers.
- Develop and coordinate communications on behalf of the Director and support Program Manager.

Networking and Relationships

- Maintain effective working relationships with internal and external stakeholders of the Society.
- Develop and maintain communications and relationships with community and sector networks relevant to the Director components of work.
- Regularly communicate with relevant other SVdP Vinnies Services programs to share learnings and explore opportunities to collaborate on the Director components of work.

Critical Key Performance Indicators (KPIs)

- Deliver high quality administrative assistance within appropriate timeframes.

Key working relationships

In addition to the Director, Homelessness and Housing and their direct reports, the Operations Administrator will foster close working relationships with:

- Key Vinnies Services contacts;
- Executive Assistant to CEO and Executive Assistants to other Executive Directors.

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **‘People we serve’ centric:** (Level 1) Deliver, or support the delivery of, high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 1) Develop an understanding and respect for and be aligned to the Society’s mission, vision, values and lay Catholic heritage.
- **Financial acumen:** (Level 1) Use the Society’s resources responsibly.
- **Change leadership:** (Level 1) Support the implementation of change.
- **Impact focus:** (Level 1) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Digital leadership:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Collaboration:** (Level 1) Work collaboratively with others to solve challenges, foster the Society’s mission and implement the Strategic Plan.
- **Team performance:** (Level 1) Develop own performance and contribute to team performance.
- **Innovation and improvement:** (Level 1) Contribute to generating new ideas that will improve services and ways of working.

Role-specific criteria

- Demonstrated experience and an understanding of working with the community services, homeless services, or human services in the Non-for Profit sector.
- Demonstrated program and project management experience including monitoring and evaluation, and ability to manage multiple projects simultaneously
- Excellent administrative skills including experience in using the MS Office suite of programs (Word, Excel, PowerPoint, and Outlook).
- Current valid Australian Drivers licence and willingness to travel to meetings and forums across NSW.
- Demonstrated ability to work independently, unsupervised and as part of a multidisciplinary team environment.
- Sound knowledge of Work Health & Safety legislation as it relates to the workplace.
- Knowledge and willingness to adhere to and support of the mission and ethos of the St. Vincent De Paul Society.

Desirable criteria

- Certificate IV in Business or Office Administration or equivalent.
- Experience working in a membership-based organisation to support and empower members and volunteers.