



ADMINISTRATION WORKER

Position Title	Administration Worker
Reports to	Manager, Business Services
Business Unit	Business and Finance
Award & classification	SCHCADS Level 3
Capability framework	Level 2
Appointment status	Permanent
Probationary period	6 Months
Hours	Part Time
Base location	Tweed

Organisational Overview

We are a progressive, community-owned, social purpose organisation, driven by our values and focused on outcomes. We create opportunities for children, young people and families and increase social value in our community. We work in genuine partnership with community members and groups, non-government organisations, government agencies and businesses, to make a difference. Our work leads to progressive, measurable and sustainable social change.

We focus on building individual and community capability to develop solutions to social problems. We believe everyone has the ability to make a positive contribution to their community.

Our Values and Practice Principles

[Our Values and Practice Principles](#) our integral to the way we work.

Role Description

The Administration Worker is the face of our business and is responsible for meeting and greeting visitors to our reception area. They are responsible for responding to emails, answering telephone calls, organising meetings, files, diary management and accounts processing within the business. In addition to this they provide administrative support to management, employees, participants, and visitors.

Key Responsibilities

1. General Administrative Duties

- Manage phone lines and call distribution
- Greet all visitors, ensuring they sign in and out at reception
- Email and diary management for multiple inboxes & rooms
- Mailing, purchasing, printing, data entry, scanning & filing
- Collect and distribute mail, and manage postal requirements
- Liaise with participants and provide information and referrals as necessary
- Assist with fleet management and office maintenance requests
- Other tasks as directed by Manager Business Services

2. Intake

- Monitor Intake email inbox, calls and walk-ins, and record all enquiries into Intake and/or other software as required
- Refer incoming Intake calls to rostered Intake worker where available
- Liaise with caseworkers and keep Intake calendar updated

3. Financial

- Reconciliation of own and other corporate credit cards
- Preparation/processing of accounts payable/receivable invoices in accounting software
- Reconciliation of financial accounts as directed by the Manager Business Services

4. Procedural and professional development

- Actively participate in review and development of processes and procedures to foster the efficiency of Business Services activities
- Foster learning and dissemination within the Business Services team
- Participate in organisational and team projects as directed by Manager Business Services
- Participation in approved development and staff meetings

Capabilities

For specific capabilities relating this position please refer to the [Capability Framework](#)

Our Culture

The Family Centre [Cultural Elements](#) describe the qualities expected of all our people regardless of level or role.

Mandatory Requirements

Current National Police Check

Current Working with
Children Check

Current Valid Drivers' Licence

Inherent Requirements of Work Activities/Environment

This table outlines the main physical and psychological work environment characteristics that are representative of those an employee encounters while performing the essential functions of the role. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Key Activity	Frequency
Work Environment <ul style="list-style-type: none"> • Manage demanding and changing workloads and competing priorities • Work in a team environment in an open plan office • Be exposed to complex situations • Be exposed to all outdoor weather conditions • Work office hours with the possibility of extended hours • Work at a computer or be in meetings for extended periods • Come into contact with people who display challenging behaviours 	Daily Daily Daily Occasional Occasional Daily Regularly
Administrative Tasks <ul style="list-style-type: none"> • Undertake intensive administrative tasks, which include computer work, report writing, participating in meetings and concentrating for long periods of time • Use technology including computer, photocopier, telephones (including mobiles), digital projectors and monitors and other emerging technologies 	Daily Daily
Transport <ul style="list-style-type: none"> • Drive vehicles possibly over long distances and in all traffic and weather conditions • Use public transport including trains, buses, trams and taxis 	Regularly Occasional
Manual Handling <ul style="list-style-type: none"> • Lift and carry items up to 10 kgs 	Occasional

As the incumbent of this position, I confirm I have read the position description, understand its content and agree to work in accordance with the requirements of the position.

Employee:

Signed: _____

Date: __/__/__

Executive Director: David Boutkan

Signed: _____

Date: __/__/__