

Job Description

Position title	Office Administrator
Location	Sydney
Reporting to	Regional Manager Client Services
Position type	Ongoing (subject to funding)
Updated	June 2019

Role

As an office administrator you will have the responsibility of ensuring that the administrative activities within knowmore run efficiently. The main purpose of this role is to support the broader knowmore teams by taking responsibility for answering the main office phone, carry out general administrative activities and other support tasks.

This role reports directly to the Regional Manager of Client Services who has responsibility for the management of the role, working collaboratively within the team you will ensure that all administrative tasks are covered on a day to day basis.

This role does not have direct service delivery responsibilities. However, the person in this role will have contact with members of the public including existing knowmore clients, as the first point of contact on reception and answering the office telephone number. Therefore, it is expected that the person in this role will have a general understanding of the work knowmore and of the needs of knowmore's clients and act appropriately.

Duties and responsibilities

- Perform receptionist duties including taking primary responsibility for answering the main office phone (not telephone advice line), providing general information about knowmore, taking and delivering messages, welcoming clients in person, responding to and dealing with other visitors, deliveries etc.
- General office duties including word processing, filing, scanning, photocopying, faxing, collecting and delivering mail, maintaining records of incoming and outgoing communications.
- Provide support to the multi-disciplinary team as requested and provide back up to the Paralegals when necessary.
- Manage and book all travel, flights and accommodation for staff.
- Provide support to the Finance team by preparing monthly credit card, cab charge, travel card and petty cash reconciliations.
- Take stock and arrange quotes and purchase of office equipment/stationary.
- Facilitate room bookings, in house network meetings, assist with Skype and catering.
- Maintain all records at knowmore in accordance with policies and procedures, promptly, accurately and appropriately filing (electronic and hard copy) all records.
- Participate in induction process for new starters ensuring systems are ready for their first day.
- Participate in WHS concerns for the local office including participating on the national WHS Committee.
- Act as local First Aid Officer and Fire Warden including maintaining qualifications as necessary.
- Undertake other duties and projects as directed.

Organisational Obligations

- Demonstrate an active and dedicated commitment to knowmore's Mission, Vision and Values.
- Comply with knowmore's Policies and Procedures.
- Observe all legal and legislative requirements.
- Ensure a high level of confidentiality and integrity.
- Assist in the development of, and participate in knowmore's initiatives, projects and events.
- Cultivate productive and collaborative working relationships and outcomes through open and inclusive planning, continuous improvement and transparent work practices.
- Liaise with others in a professional, respectful and constructive manner.
- Take reasonable care to protect their health and safety and the health and safety of others.
- To engage in professional supervision and other reflective practice opportunities as required.

Selection Criteria

- Maintain a high level of attention to detail in all activities but especially in record keeping, data entry and filing.
- Maintain high standards of discretion and show ability to handle difficult situations with tact and sensitivity and when appropriate refer to a more appropriate colleague.
- Maintain a flexible collegial and professional approach to working within a multi-disciplinary team.
- Maintain ability to work independently and also contribute positively as a part of a team.

Qualifications and other requirements

There are no mandatory qualifications for the role. A relevant tertiary qualification (or substantial progress towards such a qualification), may be advantageous.

The successful candidate will be required to satisfactorily complete a National Police Records Check and a Working with Children Check.

This job description is incorporated into the employment contract. It is intended as a guide and should not be viewed as an inflexible specification as it may be varied from time to time in light of strategic developments following discussion with the position holder. The role will be expected to work to agreed objectives, which should facilitate achievement of the key responsibilities in accordance with the performance review process