Position Description

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| Position Title: | Senior Administration | | | Position Grade: | *SCHCADS level* |
| Department/Division: | Corporate Services | | | Position No. |  |
| Reporting to: | General Manager of Business Development & Systems | | | | |
| Position summary/purpose: | *Manage and develop QA systems to support drummond street’s operational effectiveness, efficiency and quality.* | | | | |
| Key Responsibilities | | | | | |
| The Senior Administrator role will provide corporate services support through oversight, review, development of administration functions and processes and our *back-of-house* support systems, processes and functions by:   * Providing high quality administrative support to the Executive and Corporate services functions with an emphasis on business, quality assurance, financial and contract management functions to support the agency’s growth across multiple-sites * Oversight of *‘back-of-house’* systems, processes and practices * Observe strict confidentiality in accordance with the policies and procedures of the organisation   **Administration Support**   * Support the promotion of ds services through administrative functions of the role * Contribute to Quality Assurance processes in the delivery of drummond street programs through production of registers, reporting systems, development of documented processes that support quality assurance process and our data collection and reporting and adherence to standard operational policies and procedures * Formulate and implement systems to improve information ds management systems * Maintain filing system, document retrieval and archiving   **Team Development**   * Assist the corporate services team functions including review of plans, registers and contribute to systems and team plans, procedural reviews, training and supervision of reception support staff. * Work collaboratively with Managers at each ds service sites * Maintenance of electronic registers and relevant data bases | | | | | |
| Key Competencies/Skills (no more than 6 of each) | | | Experience Profile (incl Qualifications) (No more than 6) | | |
| Competency | | Technical/Functional |  | | |
| * Communication – oral/written * Customer service orientation * Organisational & Quality Focus * Interpersonal skills * Maintain confidentially of information * Initiative, reliable, flexibility & solution focused | | * Planning and organising * Negotiating skills * MS Office 365 * Problem assessment and problem solving * Attention to detail and accuracy * QA processes and systems * Risk management * Document production including reports | * Experience in a Community Service setting highly regarded * Senior Administration experience, (or equivalent) or proven experience including QA * Highly developed communication, administrative and leadership skills * Knowledge of, and/or commitment to Community Service and Public Health promotion. * Excellent interpersonal, written and verbal communication skills, and ability to work autonomously and flexibly as well as within a multidisciplinary team environment * Full MS Office 365 knowledge including QA processes database and proficiency, including document production tools * Current Victorian Driver’s Licence   **Desirable**   * Knowledge of community or health services * Ability to speak a relevant community language | | |
| Position Dimensions | | | Decision Making Authority | | |
| Full time 1.0 EFT | | |  | | |