

IMS – Administration Officer – Position Description

Job Title	Administration Officer
Level	Level 4
Award	SCHCADS Award
Hours	35 hours per week
Location	Based at Wollongong but may be required to work at various locations to meet the requirements of IMS
Reporting to	CEO
Main Purpose of Position	The main purpose of this position is to provide high quality, efficient administrative support across all areas of IMS to assist in the overall effective service delivery, reporting and decision making.
Key Relationships	Internal: CEO, Senior staff and other staff External: Clients, other service users, government and non-government stakeholders and local partners
Key Effectiveness Areas	<ul style="list-style-type: none"> • General administration duties • Accounting and financial duties • Coordination and maintenance of human resources records • Coordination and maintenance of Workplace Health & Safety records • Administrative management of the Casual Child-Minding Service (CCCMS) • Other duties as required to support the work of the CEO and ensure the effective administration of IMS;
Experience/Qualifications/ Selection criteria	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Relevant qualifications in Business administration and demonstrated experience in the delivery of comprehensive; business and administrative support, including reception, data entry, word processing and file maintenance, including an ability to provide professional administrative support to senior staff; • Effective communication skills and interpersonal skills, including written and oral skills, consultation, negotiation, advocacy, presentation and liaison, and proven ability to work effectively across a range of responsibilities with competing priorities; • Computer literacy of a high order within a Windows environment; Proficiency in management of computer-based responsibilities in the work environment; • Commitment to the values of IMS. <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Experience in community based/profit-for-purpose organisations; • Experience with and/or a demonstrated understanding of the issues impacting on individuals and families from a refugee/humanitarian entry background; • Current NSW Drivers Licence; • Second language other than English.
Key Responsibilities	
General administration duties	<ul style="list-style-type: none"> • Provide administrative support to the CEO including the provision of administrative support to the Management Committee; • Prepare correspondence and reports, manage diary and related arrangements, support the CEO in the overall management of IMS; • Word processing, business letter writing and desktop publishing as required; • Correspondence management; • Attendance at, and contribution to, staff meetings and training sessions; • Ability to maintain confidentiality and prepare correspondence and reports of a highly confidential nature;

	<ul style="list-style-type: none"> • Basic cleaning of reception and shared office/meeting spaces as required; • Prepare and continually update procedures manual.
Reception	<ul style="list-style-type: none"> • Operating a multi-line telephone system and directing caller to appropriate personnel; • Providing settlement related information to clients and others who present at the front desk, in a helpful warm and professional manner and tone; • Providing initial information to inquiries on other service initiatives undertaken by IMS, and making appropriate internal referrals; • Maintaining a system for bookings of meeting/interview rooms by internal and external users; • Data collection associated with client contacts; • Coordinating client appointments; • Distribute and collect client feedback sheets.
Accounting and financial duties	<ul style="list-style-type: none"> • Data entry for accounts payable and receivable; • Generation of invoices and statements; • Management of office petty cash; including proactive monitoring, reconciliation and reporting; • Coordination of emergency relief; including proactive monitoring, reconciliation and reporting of emergency relief provisions; • Maintenance of IMS Membership register.
Coordination and maintenance of human resources records	<ul style="list-style-type: none"> • Preparing documents for new employees; including letter of offer, ATO required documents, and collating relevant policy and procedure documents; • Maintaining employee records; including updating contact details as required, updating training records, preparing new documents as required; • Ensuring appropriate records management of completed employee documents.
Coordination and maintenance of workplace health and safety records	<ul style="list-style-type: none"> • Undertaking site-based workplace health and safety inductions for new staff and contractors; • Collating workplace health and safety reports such as site inspections, incident and hazard reports; • Monitoring and maintaining office first aid kit.
CCMS	<ul style="list-style-type: none"> • Provide administrative support to the implementation of the program as required; • Maintain records of agencies using the free service and the fee for service agencies; • Provide timely updates to the Multicultural Family worker (Playgroups) regarding the child minding requests.
IT, Facilities and other assets	<ul style="list-style-type: none"> • Liaise with IT contractors regarding IT support for IMS, including monitoring and participating in routine maintenance and backup including the maintenance and upgrading of software and hardware installation, maintenance, and regular upgrading; • Maintain systems to manage the use of shared IT facilities; • Act as first point of contact for IT issues for IMS staff; • Coordinate maintenance of premises, equipment and servicing as required; • Coordinate purchasing of office supplies, staff amenities and other matters as required. Update, manage and maintain supplies including stationery, supplies of brochures and other publications as well as supplies for photocopier, fax and printers; • Coordinate Fleet management; • Administering bookings of meeting/interview rooms by internal and external users; • Maintain appropriate registers of assets and usage.
Administration volunteers	<ul style="list-style-type: none"> • Assist with the development of an empowering environment for administration by coordinating volunteers (rostering, training etc); • Assist with the support, training and skills development for volunteering in the administrative setting.
Efficient records management systems	<ul style="list-style-type: none"> • Maintain the records management systems for IMS including registration of correspondence, meeting records and client filing systems; • Establish contemporary records management including policy and procedures.

Function/Meeting/Event Coordination	<ul style="list-style-type: none"> • Co-ordination of invitations/attendees; • Booking venues/ and booking of IMS venue; • Organising equipment, refreshments and other items required for function/meeting.
Marketing & Promotion	<ul style="list-style-type: none"> • Monitoring and updating the IMS website. This may include, but not limited to, content changes, negotiation with web developers for new components of the site, reporting of statistics, investigating future advancements of the site, feedback to the relevant Manager; • Monitoring and updating the IMS Facebook. This may include, but not limited to, content posts relevant to different parts of the organisation, reporting of statistics, feedback to relevant Manager. • Develop promotional material as requested by the relevant Manager/s.
Other duties	<ul style="list-style-type: none"> • Prepare statistical reports as required; • Undertake other administrative duties as requested; • Ensure all administrative systems are effective and efficient; • Project work on an ad-hoc bases as directed by management.

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 Name: _____

Employee Signature _____ Date: _____

Manager's Name: _____

Manager's Signature _____ Date: _____