

INFORMATION PACK



State Support Officer



Brisbane, QLD

About Canteen

We get it. Just when life should be full of possibilities, cancer crashes into a young person's world and shatters everything.

We help young people cope with cancer in their family. Through Canteen, they learn to explore and deal with their feelings about cancer, connect with other young people in the same boat and if they've been diagnosed themselves, we provide specialist, youth-specific treatment teams.

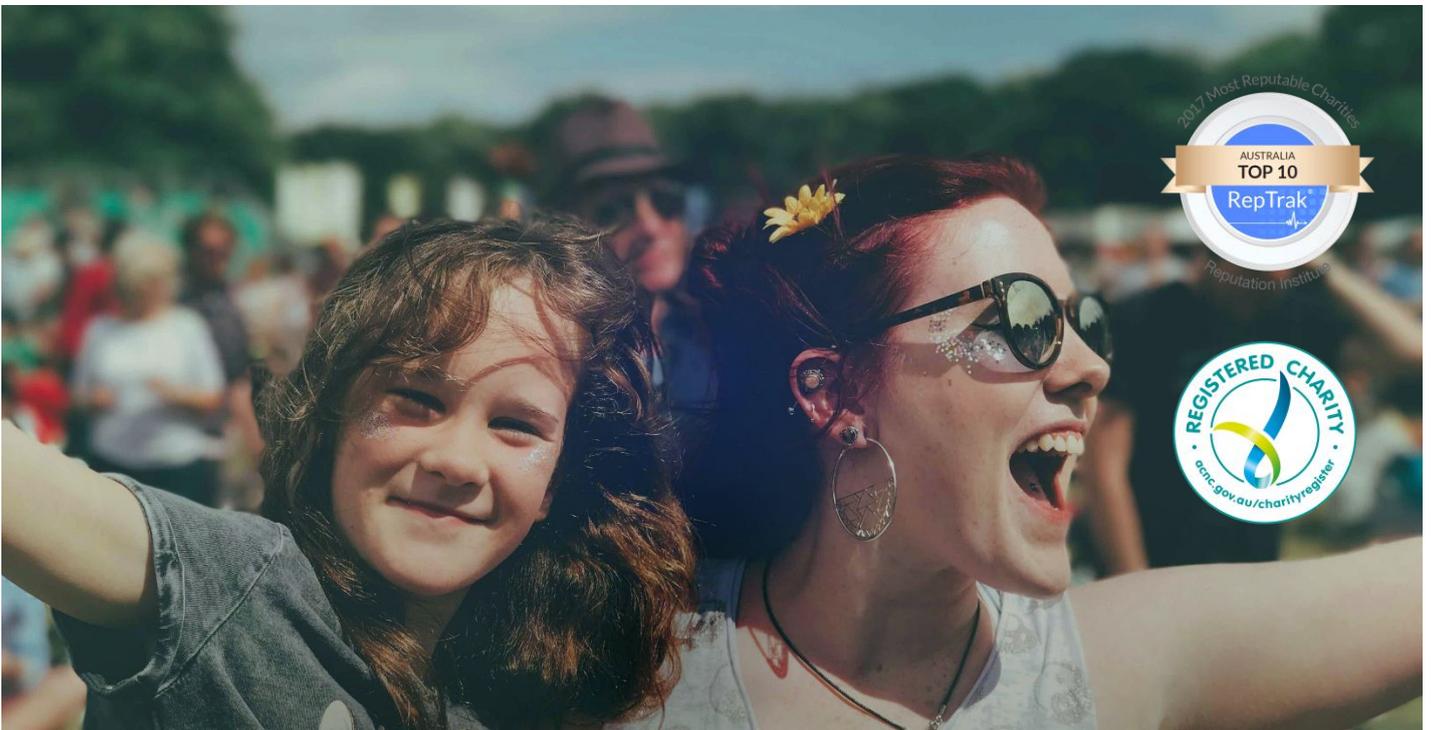
No matter which role you are in, working for Canteen is a chance to support young people rebuilding the foundations that crumbled beneath them when cancer turned their world upside down.

Life at Canteen

Canteen is one of the most highly regarded not for profits in Australia (4th in fact) with one of the most recognisable brands across the country (who doesn't know about the bandanna!).

Working for Canteen is an inspiring, rewarding and purposeful experience that really enables you to be at your best. Canteen has a passion for all things people, and as well as a range of benefits including a tax-effective salary packaging scheme, mobile phones and an in-house leadership program, we are continually working on ways to make Canteen an even better place to work. We have a culture we are proud of and want to find more people who share our commitment, enthusiasm and passion!

Through our regular staff engagement surveys, we know that Canteen is fortunate to have one of the most passionate and committed workforces in Australia!



Job Details



Job Title

State Support Officer



Location

Brisbane, QLD



Job Type

6 month fixed-term contract; Full time; (37.5 hours per week)



Reports to

State Manager, QLD



Direct Reports

None



Closing Info

Wednesday, 21st
October 2020

Job Summary

Coordination and facilitation of the administration duties within the state, including, but not limited to; accounts processing, office management, customer service, supporting relationships with referrers in the community and coordinating logistics for fundraising events.

Duties and Responsibilities

Accounts and Finance

- Coding and assisting in processing any incoming monies (e.g. donations) and invoices.
- Investigating any anomalies of information on the Profit and Loss report in consultation with the State Manager.
- Coordinating and reconciling petty cash and cash advances as needed.
- Other general finance duties, with support of National Finance Team.

Office Management

- General reception duties, providing excellent customer service as first point of contact to everyone who contacts the state.
- Assisting state staff with bookings for appointments.
- Coordinating general post duties, as well as large mail outs to relevant stakeholders, including the distribution of state emails and general correspondence such as volunteering requests, supporter information and Member queries.
- Maintaining office equipment and supplies.
- Maintaining relevant database information for Donors, Volunteers, Members, and Supporters.

Relationships and Events

- Coordinating state activities and logistics for National Bandanna Day (NBD) in conjunction with the National NBD team.
- Maintaining up-to-date records of referrers to enhance stakeholder relationships.
- Work closely with the State Manager to coordinating logistics and resourcing support for delivery of agreed events.
- Provide feedback / reports after local activities with regards to success of the event and recommendations for future events where relevant.

Key Working Relationships

Queensland State Manager, psychosocial support teams and programs team, national State Support Officers, internal staff across Canteen and external stakeholders including members, volunteers and others.

Selection Criteria

Knowledge/Skills

- Proficient in computer skills (MS Office).
- Project support and planning experience.
- Basic knowledge of account and book-keeping tasks.

Experience

- At least 2 year's proven experience in a similar position is desirable.

Personal qualities

- Excellent customer service skills.
- Strong organisational and time management skills.
- Excellent communication and interpersonal skills.
- High level of integrity and honesty.
- Proven track record as a team player, with a flexible approach to all tasks.
- Results-oriented and a solution-oriented attitude.





Hours of Work

Due to the nature of Canteen's work, you will sometimes be required to work weekends and evenings and at times attend an overnight program (3-5-day program) plus some inter-state travel from time to time. Advance notice will be given when this is the case, and Canteen does have a Time off in Lieu policy for taking leave after attendance of such programs.

Pre-Employment Checks

As Canteen's work involves employees being in direct contact with children and young people, employees are required to complete police and working with children checks, relevant to the State in which they will be employed.

Canteen will conduct at least two reference checks on successful applicants and may also require proof of any professional qualifications stated on an application.

General Information

All employees are required to adhere to Canteen's Human Resources Policies during the course of their employment.

Canteen is an equal opportunity employer.