





## Administration Team Leader

| EMPLOYMENT STATUSES     |                   |                            |                            |
|-------------------------|-------------------|----------------------------|----------------------------|
| <b>Status</b>           | Fulltime          | <b>Award</b>               | ACCHO                      |
| <b>Hours per week</b>   | 38 Hours per Week | <b>Classification</b>      | BDAC Grade 9               |
| <b>Length of Term</b>   | Ongoing           | <b>Salary</b>              | As per contract            |
| <b>Reports to</b>       | EDCS              | <b>Additional Benefits</b> | Access to Salary Packaging |
| <b>Secondary Report</b> | CEO               | <b>PD Review Date</b>      | January 2021               |

| ORGANISATIONAL CONTEXT  |  |
|---|--|
|  | <p>The Bendigo &amp; District Aboriginal Cooperative (BDAC) is an ACCO (Aboriginal Community Controlled Organisation) registered as a member under the umbrella of VACCHO (Victorian Aboriginal Community Controlled Health Organisation) and represented nationally through NACCHO (National Aboriginal Community Controlled Health Organisation).</p> <p>BDAC was founded to represent and provide services to the Dja Dja Wurrung community (Jaara people) and Aboriginal residents living in the Dja Dja Wurrung boundaries. BDAC has a responsibility to ensure growth of services, development of our Aboriginal community, better and improved health outcomes for our people, improved quality of life and be a lead agency in providing employment and career pathways for Aboriginal people.</p> |
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| LOCAL WORK ENVIRONMENT  |
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| <p>Bendigo and District Aboriginal Co-operative provides a range of specialist services for clients based primarily in the Dja Dja Wurrung including Health and Wellbeing services, Family and Community Services and Corporate services.</p> |

| POSITION OBJECTIVE   |
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| <p>This role is responsible for ensuring the Administration team provides all the required administration functions of BDAC. The role of Administration Team Leader is to lead the Administration team and ensure it operates as a high-performing, cooperative and proactive team.</p> <p>This team will complete office administration and reception tasks including:</p> <ul style="list-style-type: none"> <li>• Front of house services and reception</li> <li>• Filing of confidential documents</li> <li>• Assisting with day-to-day operations and administration tasks</li> <li>• Coordinate incoming and outgoing mail distribution</li> <li>• Ordering of office supplies, uniforms and tea room supplies</li> <li>• Maintain phone lists (internal) and external mailing lists</li> <li>• Executive Assistant support</li> </ul> <p>This role is responsible for ensuring the Administration team provides exceptional customer service to clients and efficient administrative support to BDAC teams.</p> |



## BDAC'S VISION AND CORE VALUES

***"Empowered generations belonging to strong families, culture and community"***

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|--------------------------|--|
| <b><u>LEAD</u></b>       | We are committed to lead as an individual, team and organisation in order to achieve positive health and wellbeing outcomes for our community. |
| <b><u>OPENNESS</u></b>   | We will be accountable and remain transparent in the delivery of our service to clients, visitors and staff.                                   |
| <b><u>RESPECT</u></b>    | We treat one another with honesty, integrity, respect and value everyone's opinion and feedback.   |
| <b><u>EXCELLENCE</u></b> | We strive for excellence in our programs and services so that we can support positive health and wellbeing outcomes for our community.         |

## KEY POSITION RESPONSIBILITIES

|                                 |   |
|---------------------------------|---|
| <b>Primary Responsibilities</b> | <p>Lead the team</p> <ul style="list-style-type: none"> <li>• Oversee the efficient and effective delivery of the Administration team functions and manage all staff within the team</li> <li>• Coach and guide team members for high performance</li> <li>• Manage resourcing within the team</li> <li>• Build a collaborative and inclusive team</li> <li>• Manage resourcing to ensure adequate coverage of General Reception and Medical Reception</li> <li>• Provide guidance, coaching and support to Executive Assistants.</li> </ul> <p>Stakeholder engagement</p> <ul style="list-style-type: none"> <li>• Regularly engage with internal and external stakeholders to seek feedback on the level of customer service provided by the team and take appropriate action to address any concerns</li> <li>• Liaise with the other BDAC program areas to implement continuous improvement initiatives focused on improving the client experience</li> <li>• Deal with complaints raised by clients or other BDAC team members</li> <li>• Improve client experience, including initial contact and in-take processes</li> </ul> <p>Data collation</p> <ul style="list-style-type: none"> <li>• Assist with collation of data for board reporting and governance</li> <li>• Assist the Finance Team with the central coordination of Grant Agreements</li> <li>• Assist the Governance team with collating data for accreditation purposes and compliance</li> </ul> <p>Administrative Functions</p> <ul style="list-style-type: none"> <li>• Coordinate a robust, timely and accountable distribution of Essentials Cards</li> <li>• Manage the process and guidelines for Essential Card distribution, including undertaking reconciliations</li> <li>• Maintain OHS Incident Register</li> </ul> |
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# BDAC

BENDIGO & DISTRICT  
ABORIGINAL CO-OPERATIVE

## Position Description

|  |  |
|--|--|
|  | <ul style="list-style-type: none"> <li>• Contribute to the development of the proposed Early Learning Centre reception and administration function</li> <li>• Manage the Administration Team corporate budget</li> </ul> <p>Oversees the following team functions:</p> <p>Administration:</p> <ul style="list-style-type: none"> <li>○ Ordering supplies</li> <li>○ Mail sorting and distribution</li> <li>○ Bulk mailouts, including mailing list and database maintenance</li> <li>○ Filing and records management</li> <li>○ Meeting room bookings and ensuring they are clean and tidy</li> <li>○ Receiving Deliveries, running errands and collections function (including banking)</li> <li>○ Collation of data for reporting purposes (Board and Governance)</li> </ul> <p>Reception (BDAC and Medical Centre):</p> <ul style="list-style-type: none"> <li>○ Triage incoming calls to the appropriate team or worker</li> <li>○ Greet clients and stakeholders attending onsite for appointments.</li> <li>○ Maintain a broad and current knowledge of BDAC's programs and future work</li> <li>○ Deliver professional and efficient customer service to the public, clients and internal staff via phone, email and mail.</li> </ul>   |
| <b>CORPORATE RESPONSIBILITIES</b>      |  |
| <p><b>General Responsibilities</b></p> | <ul style="list-style-type: none"> <li>• Work collaboratively with the Administration team to provide exceptional customer service to clients and efficient administrative support to BDAC teams</li> <li>• Strictly observe the principles of confidentiality, privacy and security of clients' personal and private information.</li> <li>• Promote relationships between BDAC staff, related program areas, local community and Stakeholders.</li> <li>• Promote BDAC Programs to the Aboriginal Community and Professionals</li> <li>• Observe all occupational health &amp; safety, security and equal employment opportunity initiatives to contribute to a safe, healthy and ethical workplace</li> <li>• Model and abide by BDAC Values, Code of Conduct and Policy and Procedures;</li> <li>• Participate in professional development activities;</li> <li>• Ensure that you participate in team meetings, staff meetings and other community activities as requested;</li> <li>• Ensure that you adhere to legislative requirements;</li> <li>• Ensure that you report any risks identified immediately to your line manager;</li> <li>• Participate within the team to ensure performance against expectations including performance management and staff development, in accordance with BDAC's policies and procedures;</li> <li>• Ensure that all staff are provided with and operate in a safe environment in accordance with BDAC'S OHS policies and procedures;</li> <li>• Participate in Continuous Quality Improvement (CQI) activities.</li> </ul> |



## COMMITMENT TO SAFETY

- All children have the right to be children and live free of abuse and neglect, so they can grow, learn and develop. Everyone within BDAC is responsible for ensuring a culture of child safety; preventing child abuse and abiding by the Child Safety Principles;
- BDAC is committed to the health and wellbeing of its employees and stakeholders;
- BDAC has a zero tolerance to all forms of violence.

## KEY SELECTION CRITERIA

- Excellent communication and interpersonal skills
- Knowledge and understanding of the issues the local Aboriginal community face
- Understanding of Aboriginal culture
- Ability to effectively and efficiently plan and organise own workload
- An ability to manage stressful situations
- Ability to work independently and in a team
- Demonstrated willingness to adapt to different situations and tasks on a day-to-day basis
- Well-developed skills and knowledge of Microsoft office suite, in particular; Microsoft Word, Excel, Powerpoint, Outlook, Publisher, and Internet
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## Preferred / Desired Education, Training and/or Competencies

- Certificate IV in Office Administration or at least 5 years' experience in an administration role
- Previous experience managing staff will be highly regarded
- Knowledge of Aboriginal Cultural and Historical Issues
- Experience with communicating to local Aboriginal communities
- Experience in the use of MS Office

## CONDITIONS OF EMPLOYMENT

- Must pass a Criminal Police Record Check;
- Must pass & provide copy of Working with Children's Check;
- Must hold current full Victorian Drivers Licence and provide a copy;
- If the position is for a role specifically to provide disability services (or work that involves regular direct contact with or access to a person with a disability), BDAC will check the prospective employee against the Disability Worker Exclusion List.

## EMPLOYEE STATEMENT

**I have read, understood and accept the above position description for the Administration Team Leader**

**EMPLOYEE NAME:** .....

**SIGNATURE:** .....

**DATE:** ...../...../.....