

Western Australian Council of Social Service Inc Position Description

Position Title	Office & Administration Support
Classification Level	WACOSS Staff Agreement Salary Scale – Level 2 (\$59,723 - \$68,532pa) plus superannuation
Reporting line and roles under direct responsibility	Office Coordinator

ORGANISATIONAL CONTEXT:

The Western Australian Council of Social Service (WACOSS) is a peak body for the not-for-profit community sector in Western Australia. WACOSS provides independent and informed policy advice, and plays a key coordination and leadership role for the sector. We work on behalf of disadvantaged people and communities towards achieving social justice in WA. Policy and advocacy work is central to WACOSS' role and is a critical mechanism the organisation uses to shape and impact decision making, public debate and outcomes in the interests of vulnerable people in WA.

Primary Objectives

To provide reception and basic administrative support to WACOSS staff.

Key Duties and Responsibilities

<p>Administration</p>	<ul style="list-style-type: none"> • Assist with the organisation and scheduling of meetings, workshops, seminars, training courses, staff development days and other events. • Assist in the marketing and promotion of relevant programs or events. • Organise and coordinate event logistics (eg, registrations, catering, AV equipment, Welcome to Country presenters etc) • Produce customised training quotes as requested by clients. • Respond to all initial enquiries about WACOSS and refer to appropriate staff. • Welcome all visitors and guests attending for appointments. • Assist and organize annual WACOSS events eg New Year Sector Breakfast, Annual General Meeting and biennial Conference and Awards. • Answer the telephone. • Photocopying as required • Assist with the coordination of meetings, booking meeting rooms, setting up • Maintain stationery stocks and consumables • Logistical support (eg. travel and accommodation bookings) • Assist with communications and membership related tasks, including coordination of annual membership renewals. • Maintaining rosters (eg kitchen and parking)
<p>Occupational Health and Safety</p>	<ul style="list-style-type: none"> • Employees are required to take reasonable care for their own safety and health at work and to avoid harming the safety and health of other people through any act or omission at work.
<p>Other Duties</p>	<ul style="list-style-type: none"> • Participate in organisational and team meetings as scheduled • Understand and promote the WACOSS Purpose, Vision and Values. • Other duties as required.

Selection Criteria

Essential

- Well-developed interpersonal communication skills to convey information, handle client enquiries, cooperate with others
- Welcoming telephone manner
- Ability to work in a changing environment and to contribute positively to the change process
- Ability to use initiative and work effectively with minimal supervision
- Experience undertaking administrative tasks within a set timeframe
- Well-developed organisational and time management skills, including an ability to work within tight deadlines
- Excellent computer skills including the MS Office suite
- An ability to support and operate within the WACOSS Purpose, Vision and Values

Desirable

- An understanding of the community service sector
- Experiences in Microsoft Dynamics CRM
- An experience in supporting event management activities

Authorisation

This document is an accurate statement of the duties and responsibilities of this position.