

POSITION TITLE:	Operations Officer (CMY109)		
REPORTS TO:	Operations Manager		
POSITION CLASSIFICATION:	Part Time, Fixed Term		
AWARD/CERTIFIED AGREEMENT	Social, Community, Home care and Disabilities Award 2010 and CMY Collective Agreement 2015-2018 or any replacement agreement.		
LOCATION:	Carlton	APPROVED BY:	Marissa Phillips
SALARY:	SCHADS Level 3 plus: <ul style="list-style-type: none"> • Access to salary packaging • Superannuation at 9.5% • Annual leave loading • Generous entitlements including cultural leave options and flexible work arrangements 	LAST UPDATED:	April 2021

About CMY

The Centre for Multicultural Youth (CMY) is a not-for-profit organisation based in Victoria, providing specialist knowledge and support to young people from refugee and migrant backgrounds. Our vision is that young people from migrant and refugee backgrounds are connected, empowered and influential Australians. Through a combination of specialist support services, training and consultancy, knowledge sharing and advocacy, we are working to remove the barriers young people face as they make Australia their home

About the Program Area

CMY's People and Culture team provides Human Resources (HR), Operations and Communications support to 140 staff across 10 sites dispersed throughout Victoria. The team ensures that the CMY operations are appropriately resourced, accountable and sustainable and can deliver the best services to our stakeholders.

POSITION SUMMARY:
<p>Based in Carlton, this role works in collaboration with Corporate Services and is responsible for delivering high quality administrative services and support to all programs comprising CMY, including programs at satellite sites. Along with maintaining administrative processes, the Operations Officer is responsible for performing a range of administrative duties including organising events, coordinating mail outs, providing front desk relief, responding to phone and email enquiries, and other duties as required.</p> <p>The Operations Officer will support the development and maintenance of systems and processes across a range of operations portfolio areas including:</p> <ul style="list-style-type: none"> • Facilities and assets • WH&S compliance • Business support • Internal procurement

JOB RESPONSIBILITIES:
<ul style="list-style-type: none"> • Provide support to the Operations Manager to support the development and maintenance of administrative and operational systems and facilities infrastructure • Support the coordination of internal procurement including sourcing appropriate providers, preparation of quotes and proposals for management approval

- Facilitate equipment allocation, including mobile phones, laptops and other relevant items
- Facilitate security system key and tag allocation and distribution
- Maintain the assets register
- Support the maintenance of the CMY vehicle fleet
- Support the coordination of maintenance for CMY sites and facilities including cleaning services
- Provide support to the Human Resource team to coordinate new starter on boarding and exiting processes
- Provide support to the Finance team to maintain financial management systems including preparation of invoices and finance related documents, assisting with data entry and filing
- Maintain and reconcile corporate credit card and petty cash float
- Provide high quality frontline customer service and support to staff and visitors of CMY Carlton
- Provide support as required to a range of CMY programs to include assisting with event/meeting preparation and set up, printing and collating information packs, assisting with mail outs
- Provide support across the operations portfolio areas as directed by the Operations Manager.

The position requires:

1. The ability to use initiative, meet deadlines and produce quality outcomes under pressure
2. Support the prevention of problems and taking initiative to implement necessary action to ensure outcomes are achieved
3. A problem-solving mindset, paying attention to detail
4. A drive for results: makes things happen and being proactive
5. Willingness and ability to “roll up the sleeves’ and assist to get the work done with a “can do” attitude
6. Continuous improvement mindset with the ability to recommend process improvements for efficiency and effectiveness gains

SELECTION CRITERIA:

1. Excellent customer service skills and an ability to work with a variety of people across a range of work situations
2. Well-developed written and interpersonal communication skills
3. Excellent time management skills with the ability to prioritise multiple tasks in a busy office environment
4. Familiarity with a range of software programs from the suite of Microsoft applications including Outlook, Word, Excel, Access, PowerPoint, MS Teams and Skype for Business
5. Ability to work independently and display initiative with preparedness to work flexibly across a range of tasks as directed.

QUALIFICATIONS:

- 3+ years’ experience in operations, office and/or finance administration.

ADDITIONAL INFORMATION:

- CMY takes Child Safety seriously and short listed candidates are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process. These include but are not limited to Police Record and Working with Child Checks, and child safety focused referee checks;
- Applicants must have the right to work in Australia;
- CMY is an Equal Opportunity Employer;

- In the context of Occupational Health and Safety all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S;
- This role requires a capacity to work flexible hours including evenings and occasionally on weekends; and
- A current driver's license is preferable as this role may be required to travel to other CMY sites

- GENERAL REQUIREMENTS:**
- Demonstrate CMY values and behaviours Participation, Diversity and Human Rights;
 - Comply with the Employee Code of Conduct;
 - Comply with CMY policies, procedures and regulations; and
 - Consistent with the strategic directions of CMY carry out all other duties as directed.

- CMY KEY OBJECTIVES AND ACTION STRATEGIES:**
- **My Community**
Young people are *connected, belong and contribute* to their families and the community.
 - **My Journey**
Young people are *empowered to access opportunities* and actively shape their own futures.
 - **My Voice**
Young people are *understood, accurately represented and influential*.
 - **My CMY**
CMY is a strong partner and recognised leader in working with diverse young people.

I have read, understood and approve the above position description:

Executive Manager
Name

Executive Manager Date / /

Signature

I have read, understood and accept the above position description:

Employee Name

Employee Signature Date / /