


 <p>BERRY STREET</p> <p>Believing In Children, Young People, Families & Their Future.</p>	Position Title: Administration Officer	Team: Hume Administration Team	  
	Band: A	Salary: Stream 5, Level 3, Year 1	Date: June 2021

OUR VISION AND PURPOSE	ROLE CONTEXT
<p>We believe children, young people and families should be safe, thriving and hopeful.</p> <p>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</p>	<p>The Administration Officer is responsible for providing Reception support and general administrative tasks as required. The Administration Officer is a member of the Hume Administration Team which has key offices in Shepparton and Seymour.</p> <p>Occasionally the Administration Officer will interact with clients who have experienced considerable trauma and may exhibit challenging behaviour. As the Administration Officer is the ‘face’ of the region for external clients and key partners, we expect them to act in a professional and respectful manner at all times with all staff and exhibit Berry Street’s core values in all they do.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p>We expect all staff to apply these Values in all aspects of their work.</p> <p>Courage: to never give up, maintain hope and advocate for a ‘fair go’</p> <p>Integrity: to be true to our word</p> <p>Respect: to acknowledge each person’s culture, traditions, identity, rights, needs and aspirations</p> <p>Accountability: to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p> <p>Working Together: to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>	<p>The primary objective of this role is to provide reception and administrative support to staff and programs in the Hume Region, which has multiple programs and locations.</p> <p>This role also supports broader organisational administrative tasks which include:</p> <ul style="list-style-type: none"> • Fleet management • I.T support • Financial Administration and reconciliation for the region • Property maintenance and service requests. <p>Many tasks involve maintaining and updating various databases, records and internal systems to ensure accurate information is held at all times.</p>
	REPORTING RELATIONSHIPS
	<p>This role is based at our Shepparton Office in Berry Street’s Hume Region, Yorta Yorta Country.</p> <p>This role reports to the Senior Administration Officer who will provide supervision and review.</p>

EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement and occupational health and safety.
- Berry Street is committed to service delivery that prioritises diversity and inclusion. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion.
- Berry Street is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify with a sexual and or gender minority identity.

KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE

- Developed administrative and organisational abilities in a team administration environment.
- Self-motivated with the ability, in consultation with the Senior Administration Officer, to initiate and develop logical administrative systems to improve efficiency and effectiveness of administrative functions.
- Excellent time management skills and experience in managing a high workload with minimal direct supervision, prioritising work within established policies, guidelines and procedures.
- Have a sensitive non-judgmental approach and be aware of the needs of clients, staff and other people.
- Accuracy and high attention to detail
- Excellent communication skills – verbal and written
- Ability to take instructions
- Ability to use self-reflection, taking on critical feedback in order to continually grow within the role.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.

QUALIFICATIONS AND OTHER REQUIREMENTS

- Excellent computer skills including MS Word, Excel, & Outlook (intermediate level.)
- Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

DESIRABLE

- Experience in administration or hold a relevant qualification (such as a Cert IV/ Diploma in Business Admin or above).
- Experience with client databases is highly advantageous.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Reception Duties	<ul style="list-style-type: none"> • Receive, assist and redirect all visitors to the office. • Answer all incoming calls, redirect calls to appropriate staff and take messages as required. • Ensure that at all times the reception area is in an orderly manner. • Assist with and ensure that appropriate referrals of clients are made to Berry Street staff or other agencies as required. • Administer all incoming mail and outgoing mail. • Receive, transmit and redirect email messages as required. • Clean Reception as per Covid cleaning guidelines.
General Office Administrative Duties	<ul style="list-style-type: none"> • Take responsibility for ensuring that stationery, paper and amenities are ordered, and appropriate stock is maintained. • Update and maintain list such as contact lists and internal extension lists. • Take responsibility for arranging maintenance of office equipment, such as photocopiers, and ensure adequate supplies of consumables are maintained. • Provide administrative support to staff within the region. • Attend regional administrative, site and staff meetings, as required. • Where required by Senior Administration Officer take minutes of meetings. • Assist in overseeing and maintaining a professional and tidy office space.
Financial Management	<ul style="list-style-type: none"> • Ensure that the Petty Cash system is maintained at the site, in accordance with financial requirements of the Hume Region, including payment reimbursements and raising invoices. • Under the direction of Senior Administration Officer, purchase supplies for the site and for programs, as required. • Ensure all invoices are forwarded in accordance with Hume's procedures to our Finance Department. • Keep financials expenditure records, as required.
IT Support	<ul style="list-style-type: none"> • Provide basic IT support to staff within the site • Liaise with the IT team at Central Office to rollout minor changes and updates to IT systems.
Confidentiality/Privacy	<ul style="list-style-type: none"> • Maintain client confidentiality in all circumstances in accordance with Berry Street Policies and Procedures and Privacy legislation.
Records Management	<ul style="list-style-type: none"> • Maintenance of numerous databases. • Maintain client, program and resource filing systems as appropriate. • Archiving of client records and program records in accordance with Berry Street Policies and Procedures and Privacy legislation.
Other Duties	<ul style="list-style-type: none"> • Perform other duties as directed.



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INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Occasional
	Be exposed to all outdoor weather conditions.	Occasional
	Work in unstructured environments (e.g. outreach, working from home).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Daily
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
People Contact	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	Occasional
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Facilitate access to specialist, generic and community services.	Daily
	Undertake training and professional development activities.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing,	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily