**POSITION DESCRIPTION**

**Position:** Senior Administration Officer

**Reports to:** Manager

**Status:** Fixed term contract to for 12 months with possibility to extend further.

**Hours:**  Temporary Part time (25 hrs per week over 4 days)

**Award:** Social, Community, Home Care and Disability Services Industry Award 2010

**Classification:** Social and Community Services Employee Level 4

**About AMPARO Advocacy**

AMPARO Advocacy is a non-profit community organisation which provides independent individual and systemic advocacy with and on behalf of people from culturally and linguistically diverse (CALD) backgrounds with disability. AMPARO Advocacy is governed by a voluntary Management Committee, the majority of whom are people from a CALD background with disability. AMPARO’s core advocacy funding is received from State Government Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships.

AMPARO Advocacy’s vision is for people from a CALD background with disability to be accepted and respected as part of the diversity of Australian society, with access to information, services and benefits, so that they can be included, participate and contribute to family and community life.

**Purpose of Position:**

The Senior Administration Officer contributes to the efficient and effective running of a small, busy non-profit organisation with a state-wide role. This position is responsible for office reception and hospitality; administrative support for the Management Committee, manager and team, and the maintenance of equipment and administration systems including databases. The position contributes to event preparations, production of publications including Annual Reports and other reports as required.

**Key Responsibilities for the Administration team**.

| **Area** | **Description** |
| --- | --- |
| Office administration and support | * *Welcome and hospitality:* Take lead responsibility to welcome and respond to visitors and those contacting by phone or email. Provide general information about AMPARO’s work and accurately convey messages to ensure high quality service. Ensure the office environment is kept in a pleasant and functional condition and help to set up and support office-based meetings and functions. * *Office administration:* Maintain/improve/create office systems for management of mail, files and records, archives, office and workshop supplies and other work areas so that efficient and effective work practices are in place. * *Update, monitor and maintain website*   Work with manager to identify information for website and correspond with the website manager, to update website  Monitor and maintain website with updated reports, submission.     * *Maintain all data bases and all registers*, including equipment maintenance, preferred suppliers, training and development and conflict of interest registers. Arrange for office and equipment repairs/ replacement in consultation with the Manager. * *Support to Management Committee:* Provide support for committee members to fulfil their role, including ensuring relevant documents / reports, agendas and minutes are provided in a timely manner. Maintain and update membership records. * *Support the coordination of meetings and events*. Recording and distributing agendas and meeting minutes with clearly articulated action items. Assist with the organisation of members’ meetings such as the Annual General Meeting and other events. * *Provide assistance on grant applications* including basic research or collection of data. |
| Support efficient financial systems and practices | *Work with bookkeeper to establish and maintain efficient financial systems and practices.* This includes paper flow management for supplier invoices / banking / petty cash and payroll. Identify operational opportunities for improved financial outcomes. |
| Support to the AMPARO team | * *Provide administrative support to the Manager, staff and consultants*.   Record and distribute staff meeting agendas / minutes.  Support recruitment, orientation of new team members and professional development of staff |
| Compliance and Risk Management and Workplace Health & Safety. | * *Support compliance with legislative, constitutional, funding and industrial requirements.*   Contribute to ensuring compliance with Human Service Quality Framework Standards and to ensure ongoing accreditation and assist with audits.  Ensure Workplace, Health and Safety standards, policies and procedures are complied with and report (WHS) concerns to manager immediately.  Maintain the Organisational Portal – Blue Card and Disability Worker Screening with employees and management committee member details. |
| Assistance with events preparation and management | * *Take a lead role in event management, communication, and promotion*   Manage promotion of events and bookings of venues, accommodation, and travel. (flyers, emails, mail outs and on website).  Provide event-related communications – participant letters, sign in sheets, name tags, folders, dietary and support requirements details. |
| Information Technology and communication | * *Manage and maintain data bases, website and phone systems*.   Maintain a high level of skill and knowledge of Microsoft Office 365 and share knowledge with others.  Manage and update Website as required. |
| Promote and support the culture at AMPARO which: | * believes people from a culturally and linguistically diverse background with disability have a right to be participating and contributing members in the social, economic and political life of broader Australian society. * supports and values diversity and is committed to the principles of human rights, social justice and inclusion. * respects and values the strengths and capacities of each person values the contributions of others and working together in advocacy on behalf of people with disabilities from culturally and linguistically diverse backgrounds * recognises the importance of working as a team and the need to support and value each other's efforts. |

**Qualifications**

|  |  |
| --- | --- |
| Education/Qualifications | * Certification / tertiary qualification in Business Administration (or similar) preferable / highly regarded |
| Software Skills | * Proficient with Office 365, including Excel and Access * Experienced data entry * Basic knowledge of MYOB AccountRight |

**Key Competencies**

* Ability and experience in independently planning, prioritising, and organising administrative support to meet deadlines.
* Ability to work collaboratively with the manager, team members and management committee to further the work of AMPARO.
* Demonstrated ability to operate both in a team environment and autonomously using initiative, sound reasoning and strong listening and decision-making skills.
* Excellent service and professional communication skills.
* Well-developed interpersonal and written communication skills.
* The ability to balance conflicting demands within tight timeframes.
* Demonstrate strong attention to detail, with the ability to analyse information to identify problems and develop appropriate solutions.
* Demonstrated high level of competence using office technologies including Microsoft Office 365 and standard office equipment.
* Sound understanding of financial systems and practices.
* Ability to maintain composure and positivity in times of change
* Ability to provide support and supervision lower classified administration staff.

**Knowledge and Experience**

* Knowledge and awareness of relevant legislation including Anti-discrimination, Human Rights, UN Convention of Rights of People with disability and Convention on the Rights of Refugees.
* An unswerving commitment to a vision of social inclusion for people from CALD backgrounds with disability.

**Key Responsibilities for all AMPARO Advocacy staff:**

| **Area** | **Description** |
| --- | --- |
| Organisational activities | Work collaboratively with the manager, project coordinators team members and members of the management committee to further evolve the work of AMPARO.  Work is prioritised to complete tasks when required. If tasks cannot be completed as planned, negotiations are initiated to reach mutually acceptable outcomes.  The employee will work as a team member to nurture and sustain a spirit within the organisation that is consistent with AMPAROs mission and values. |
| Quality compliance and improvement | Contribute to ensuring AMPARO’s compliance with standards and quality systems as part of ongoing accreditation.  Contribute to the continuous improvement of the organisation by identifying opportunities for improvement. |
| Policy compliance | Adhere to the requirements of AMPARO’s policies and procedures.  For permanent staff, complete the review of your allocated section of policy manual by end November annually. |
| Workplace health & safety | Be aware of and ensure that WH&S policies and procedures are fully complied with. |
| Risk management | Take all necessary steps to control and minimise risk when undertaking activities on behalf of AMPARO. |

Key selection criteria:

1. A commitment to the principles of human rights, social justice and inclusion of people from CALD backgrounds with disability.
2. Ability and experience in independently planning, prioritising, and organising administrative support to meet deadlines.
3. Well-developed interpersonal and written communication skills and abilities across a range of platforms, from correspondence, event flyers to website updates.
4. Demonstrated high level of competence using office technologies including Microsoft Office 365 and standard office equipment.
5. An ability to work well in a team, be self-motivated and to work independently with minimum supervision.
6. Driver’s license is essential.