

Refugee Legal:

POSITION DESCRIPTION –ADMINISTRATION OFFICER

A. Overview of organisation

Refugee Legal is an independent community legal centre specialising in refugee and immigration law, policy and practice. Refugee Legal has been assisting asylum seekers, refugees and disadvantaged migrants in the community and in detention for over 33 years and has substantial casework experience and expertise. Refugee Legal's work involves the provision of key legal assistance to those who could not otherwise obtain it due to financial and other forms of distinct disadvantage often related to their cultural or linguistically diverse backgrounds or experiences of torture or trauma.

B. Position Summary

The Administration Officer will work within a busy team environment and is responsible for providing day-to-day, accurate, timely and high-quality administrative assistance to support Refugee Legal's work onsite or offsite where applicable. The Administration Officer will need to be comfortable in a fast-paced environment and able to work effectively under pressure.

The Administration Officer will be the first point of contact for many clients, students, Continuing Professional Development (CPD) participants, sector stakeholders, and the general public with enquiries.

The Administration Officer will supervise the front-line administration staff.

The position will report to the Business Manager or delegated staff member.

C. Duties and Responsibilities

Reception duties

- General reception responsibilities including answering telephones, handling or triaging client and general queries, including taking relevant details for telephone advice queries.
- Warmly welcome clients and other visitors, determining their needs, and ensuring that these are met in an efficient and friendly manner.

General administration

- Day-to-day maintenance and inputting of file and database information systems for recording of client and administrative matters to ensure they are recorded accurately and in a timely manner.
- Open and close files as required, including archiving of client and administrative files.
- Assist with general word processing, including of legal documents.
- Assist with client follow-up, including organising appointments and booking of interpreters.
- Monitor and order stationery, office supplies and staff amenities.
- Prepare and distribute general office correspondence, general information about Refugee Legal services or internal procedures.
- Maintain and develop quality systems, policies and procedures relating to administration.
- Answer and triage general queries received, including overseeing the administration emails.
- Process all incoming and outgoing mail.
- Photocopy office and other relevant forms.
- Provide administration support to Refugee Legal Monday night service, weekend special clinics and where necessary weekday clinics.
- Provide administration support to solicitors as required.

Refugee Legal:
Defending the rights
of refugees.

Refugee & Immigration
Legal Centre Inc.
ABN 94 806 293 897

PO Box 1139
Level 6, 20 Otter Street
Collingwood, Vic 3066 Australia
T (03) 9413 0101
F (03) 9413 0144
refugeelegal@refugeelegal.org.au
www.refugeelegal.org.au

Supervision

- Supervise frontline administration staff and volunteers in their duties.
- Assist with the induction of new frontline administration staff.

Course/CPD Administration

- Assist at the venue or online on Refugee Legal CPD Seminar days.
- Manage course and CPD enquiries, including keeping a registrations log and sending information.
- Provide other administrative assistance as required from time-to-time.

Other duties

- Assist with general tidying and housekeeping of the office on a day-to-day basis.
- Provide other administrative assistance as may be required from time-to-time.
- Attend, participate in and take minutes at fortnightly staff meetings, and other meetings as directed.

D. Selection Criteria

Essential attributes

- At least three years of experience working in an administration role in a legal or similar setting.
- Demonstrated experience in carrying out a variety of day-to-day office administration tasks.
- Excellent organisational and time management skills with the ability to establish priorities, management workloads, work under pressure and meet deadlines under limited supervision
- Highly developed telephone, written, oral communication and interpersonal skills, with a focus on providing strong customer service.
- An understanding of the importance of, and adherence to confidentiality.
- Experience in, and demonstrated ability to deal effectively and appropriately with people from diverse cultural and linguistic backgrounds.
- Experience and demonstrated ability to work both independently and as part of a team in a community-based organisation.
- Ability to deal with difficult people and resolve conflict.
- Excellent knowledge and demonstrated competency in the use of a range of computing applications, including Outlook, Word, Excel and databases.
- Demonstrated ability to supervise staff and their duties.

Desirable attributes

- An interest in refugee, migration, social justice and/or human rights issues.
- An interest in, and awareness of, working with people from culturally and linguistically diverse backgrounds.

E. Employment Conditions

Reports to: Business Manager

Location: Level 6, 20 Otter Street, Collingwood or other locations where required or offsite where applicable.

Hours: Full time position. (Flexibility in relation to work times is essential.)

Conditions: This is a fixed term 12-month contract. Refugee Legal is an Equal Opportunity Employer.

Application Process: written applications must address the selection criteria and be received by 5.00pm on Monday 18 October. Applications should be addressed to "The Executive Director", marked "Private & Confidential", and sent by email to linda@refugeelegal.org.au.