



SPRINGVALE MONASH LEGAL SERVICE Inc.

POSITION DESCRIPTION: Senior Administration Officer (Executive)

Title: Senior Administration Officer

Status: Part time (20 hours per week)

Reports to: Executive Director

Classification: Social Community Home Care and Disability Services Industry Award

Salary: SCHCADS Award Level 4 plus superannuation and generous salary packaging

About SMLS

Established in 1973, Springvale Monash Legal Service (SMLS) is a community legal centre that provides free legal assistance to people in Southeast Melbourne. SMLS provides legal information, advice and case work including representation for people experiencing disadvantage on a range of legal matters, such as family law and family violence, employment law, debt and fines, civil litigation, wills, power of attorney, and tenancy.

SMLS aims to empower and support members of the community to understand and make use of the law and the legal system to protect their rights and to increase their awareness of their legal responsibilities. SMLS is a strong advocate of and committed to the use of integrated service models to address multifaceted challenges facing our community members.

SMLS is committed to advocacy and social change. SMLS is a leader in the provision of community and clinical legal education; advocacy through policy submissions and lobbying; outreach services; and targeted referral programs.

Our Vision

A fair and inclusive community where people can access the resources, networks and support they need to resolve legal issues and overcome barriers to social, cultural and economic inclusion and participation

Our Purpose

To help resolve people's legal and interconnected issues and ensure that laws and legal processes are fair.

Our Values

Our core values are Respect, Community, Excellence and Courage.

Position purpose

The Senior Administration Officer acts as a critical enabling role for SMLS by providing effective administrative and executive support for the Executive Director (ED), Management team and Board of Directors.

The Senior Administration Officer role is responsible for providing coordination support to the Management team and Executive Director on a day-to-day basis. They are also responsible for managing all Board related activities including minute taking, coordination of Board activities and record keeping on all Board related matters.

They will ensure all critical leadership and management activities are planned, organised and executed in line with our strategic and operational plans. They will organise meetings, both internal and with external stakeholders, including coordinating development and collation of relevant materials; manage events such as Annual General Meetings; attend all Board meetings and take accurate, detailed minutes; and provide operational support across the organisation.

Position responsibilities**Administration**

- Provide administration support to the ED to ensure efficient executive management functions are carried out.
- Provide administrative support to the Board to ensure the smooth running of Board business and matters
- Attend and minute all Board meetings and coordinate relevant action items
- Ensure Board records are stored appropriately, documented and communicated
- Coordinate development and delivery of relevant materials, e.g., contributions to Annual Report
- Support activities of the management team

Stakeholder Relations

- Assist ED, Board and managers to create and maintain mutually beneficial relationships with partners, governments and other key stakeholders
- Oversee timely submission of reports to funding bodies

Professional Development

- Participate in staff development/training opportunities
- Participate in regular supervision
- Maintain professional knowledge, skills particularly in regard to the community sector and management

Organisational Responsibilities

- Attend and contribute to regular internal team meetings, staff meetings and/or forums.
- At all times to work within the context of SMLS policies and procedures and Code of Conduct
- Undertake additional responsibilities that may be required from time to time

Values and Behaviour

- Promote and role model appropriate behaviour to support SMLS culture, performance and profile.
- Actively support SMLS commitment to the principles of diversity, inclusion, social justice and Equal Employment Opportunity.
- Actively demonstrate organisational values.

- Demonstrate commitment to continuous personal development, with a strong willingness to develop new skills and knowledge

Health, Safety & Wellbeing

- Act in a safe manner at all times, including complying with all safety instructions and training.
- Participate in, and contribute to, health and safety awareness and improvements.
- Report all incidents, injuries and potential hazards in a timely manner.
- Ensure that the work is carried out in ways which safeguard the health and safety of workers, or others in their charge, including contractors whom they engage.

Essential Experience

Skills and Experience

- Minimum 2 years providing high level administration and coordination
- Tertiary qualification in business administration or related field (or equivalent experience)
- Excellent organisation skills, including the ability to prioritise multiple conflicting priorities within a fast-paced environment
- Outstanding communication skills, including excellent written communication
- Intermediate to advanced computer skills including proficiency in the use of MS Office packages
- Experience undertaking event management and coordination
- Demonstrated experience in working within organisational systems, processes and policies
- Strong interpersonal skills including the ability to communicate sensitively and build mutually beneficial relationships with internal and external stakeholders
- Proven ability to contribute to a cohesive team environment by sharing information, supporting team priorities and ensuring open communication
- Proven ability to manage the balance between information sharing and necessary discretion

Desirable

- Experience working in a small, fast paced organisation
- Demonstrated skills and experience in the provision of excellent administrative assistance to management teams, Executive Director and/or Board (or equivalent)
- General research skills

Personal Attributes

- Highly organised, detail oriented and reliable
- Ability to apply discretion and good judgement when handling confidential and sensitive information
- Flexible, adaptive and able to work effectively in a small team, and independently.
- Solutions and outcomes focused, with a steady line of sight to the impact of our actions for clients.
- Openness to change, receptiveness to new ideas and exercise initiative.
- Capacity to reflect on own work performance.
- Strong commitment to social justice, and values alignment with the SMLS' values.
- Committed to contributing to a positive work environment.

Location and work outside office hours

The position will be based at SMLS offices in Springvale and Narre Warren. Occasional work outside normal office hours may be required, such as to attend meetings and after-hours events.

