

Position Description	Corporate Services Officer
Team	Corporate Services
Employment Type	Maximum term contract until 30 June 2023
Hours	Part Time (30.4 hours per week, flexibility to spread over five days)
Location	Essendon and Caroline Springs Sites
Reports to	Director Corporate Services
Effective Date	October 2021

About the Caroline Chisholm Society

The Caroline Chisholm Society (the Society) is an agency providing a range of support and assistance to pregnant women and parents with young children. It delivers services that respond to the needs of families and supports them to achieve and maintain a safe and nurturing environment.

Our services are characterised as having a child focus and being family centred, being flexible and responsive, acknowledging the expertise of family, providing positive pregnancy support, connecting families with communities and promoting safety.

More information about the Society is available on our website <http://www.caroline.org.au/>.

About the role

This position provides dedicated support across the organisation with a broad range of facilities, fleet and corporate services functions across all sites. Reporting to the Director Corporate Services you will be primarily responsible for providing administration and customer service support across facilities, fleet, property, finance, information technology and administration functions.

Who we're looking for

- A proactive and collaborative person, with an eye for detail and strong facilities and administrative experience.
- Tech-savvy with advanced computer skills including Office365, spreadsheets and client relationship management systems.
- Thrives on being organised, multitasking and can work independently in a small team environment.
- A combination of relevant experience and education/training in a professional corporate services position.
- Keen to learn and develop new skills.

- Enjoys working independently in a small team environment where no two days are the same.

What's on offer

- Excellent salary packaging up to the maximum amount (for further info go to Advantage Salary Packaging)
- Part time position (with flexibility to spread over five days or work school hours)
- Up to an additional four days of paid leave per year
- A focus on well-being and individual flexibility
- Professional development opportunities
- A commitment to diversity

Key responsibilities

Facilities

- Coordinating effective and efficient maintenance programs (responsive and preventative) for assets, properties, and services.
- Working closely with the Director Corporate Services to ensure premises comply with WHS requirements.
- Develop and maintain contracts and supplier relationships.
- Coordination of operational matters including cleaning and security arrangements.
- Ordering and maintenance of office supplies.
- Organising the movement and purchasing of equipment.
- Maintaining reception spaces to a high and welcoming standard.
- Maintain general upkeep of office spaces.
- Conduct site inspections to assess fit for purpose and identify (and remedy) hazards and/or defects.
- Develop, maintain, implement, and monitor site manuals, and policies and procedures.
- Actively identifying and implementing continual improvement opportunities.

Fleet Management

- Coordinate of servicing and cleaning of all owned and leased vehicles.
- Coordinate the change-over of fleet including purchase of new vehicles.
- Coordinate the maintenance of the fleet ownership register.
- Coordinate fleet insurance processes (insurance claims, follow-up, repairs).
- Ensure vehicle inspections of all fleet vehicles are completed.

Corporate Services

- Provide Information and Communication Technology (ICT) related support including inventory, arranging replacement and repairs of equipment.
- Coordinate the allocation and stocktake of Information Technology (IT) equipment.
- Support onboarding and exit process by allocating equipment and passes and collecting equipment on departure.
- Support staff induction with facilities and process briefings.

- Supporting staff with basic troubleshooting and navigation of ICT hardware and software.
- Administrative functions relating to Volunteers, including recruitment checks and associated induction paperwork and process for new volunteers.
- Managing central email inbox inquires.
- Preparation of donor and stakeholder letters and other correspondence.
- Distribution of communications and maintenance of stakeholder data in Salesforce (CRM).
- Support and undertaking quality assurance activities.
- Documentation of new policies and procedures.
- Financial support services, including processing of receipts, banking, maintenance of petty cash, accounts receivable and payable tasks, administering fortnightly payroll and preparation of reports and analysis.

Other Duties

- Support the Society with co-ordinating events.
- Provide support for reception, including greeting clients and visitors, co-ordinating deliveries and directing and managing phone enquiries.
- Other duties as required.

Key Selection Criteria

The successful candidate will have demonstrated that they:

1. Understand and uphold the values and objectives of the Caroline Chisholm Society.
2. Have a minimum of three years' experience in a corporate services or administrative role (or applicable experience) with a Business Administration Certificate III or above preferred.
3. Experience in supplier, facilities and fleet management.
4. Have the skills to work independently and know when to escalate items for resolution.
5. Have a high attention to detail and can manage multiple priorities.
6. Have a confident, compassionate approach when dealing with a wide variety of people including the ability to be respectful and helpful with clients. A highly developed understanding of, and ability to maintain, confidentiality.
7. Are tech-savvy with a structured approach to problem solving, including a strong knowledge of Microsoft Office 365
8. Having entry level bookkeeping skills would be highly valued.

Conditions of Employment

- Current Victorian Driver's Licence.
- Current Working with Children's Check
- Regular National Police Check
- Regular International Police Check (if applicable)

- This position description will be regularly updated in accordance with the developing needs of the organisation.
- All Caroline Chisholm Society employees are required to:
 - Maintain the highest standards of integrity and behaviour in line with Caroline Chisholm Society Values, Code of Conduct and undertake identified training and professional development activities/programs.
 - Comply with all Caroline Chisholm Society policies and procedures
 - Comply with all Occupational Health and Safety legislation and regulation
 - Comply with all other Commonwealth and State legislation relevant to the organisation
 - Uphold and enhance the reputation of Caroline Chisholm Society

Incumbent	Vacant
Classification under the Social, Community, Home Care and Disability Services Industry Award 2010	Social and Community Services Employee
Other Conditions:	Consistent with the Social, Community, Home Care and Disability Services Industry Award.