

POSITION TITLE

Finance & Office Administrator

AWARD

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

Classification: Level 3 (Pay point subject to experience and qualifications)

Salary packaging available

POSITION HOURS, EMPLOYMENT STATUS AND LOCATION

This position is a [full-time position \(1.0 EFT\)](#), [parental leave replacement until August 2023](#). The position is based at 47 Myers St, Bendigo.

REPORTS TO

Business and Finance Manager.

VISION

Health, wellbeing, and equity for women of the Loddon Mallee region.

VALUES

Respect, Courage, Diversity.

MISSION

To foster a culture of gender equity that underpins health and wellbeing for women within the Loddon Mallee region.

INTRODUCTION

WHLM was established in 1989 as the regional women's health service in the rural Loddon Mallee region. We are a not-for-profit health promotion charity run by women for women. Working within a feminist framework WHLM addresses the cultural and structural causes of gender inequalities impacting the health and wellbeing of women in the regional, through research, advocacy for systemic change, training, and external capacity building. Our priority action areas are to advance Gender Equality, Prevention of Violence against Women, and to improve Women's sexual and reproductive health. WHLM encompasses the municipalities of Macedon Ranges, Mount Alexander, Central Goldfields, Bendigo, Loddon, Campaspe, Gannawarra, Buloke, Swan Hill and Mildura.

POSITION SUMMARY

The Finance & Office Administrator is the backbone of Women's Health Loddon Mallee providing administrative support to **all members** of the WHLM team so that they can in turn meet the goals and objectives outlined in the WHLM Strategic Plan.

This person will have high level computer skills (including Microsoft office products, database, and simple graphic design programs such as CANVA), administrative, customer service, OH&S, accounts payable, payroll and event management skills.

ROLE OBJECTIVE:

The primary focus of this position is to support the Business and Finance Manager in the effective financial management and administration of the business.

The role involves ensuring financial transactions are efficiently processed and financial records are accurately maintained so that financial reporting supports the management of WHLM operations and governance requirements, supports the CEO and assists staff with administrative matters.

Previous financial administrative experience is required, knowledge of accounts payable and receivable, payroll administration and database management. WHLM uses Xero as its principal accounting system.

The position also supports all business operations including coordination of office supplies, maintenance of office equipment and processing of mail and banking.

The role suits a candidate who is extremely well organisation and systematic in their approach, adept in multitasking, is quick to learn and able to processes data efficiently and accurately and is committed to operating in a team environment.

To work in a collaborative manner as an integrated part of the WHLM health promotion team.

ORGANISATIONAL RESPONSIBILITIES

- Promote activities and programs in accordance with Women's Health Loddon Mallee Vision and Purpose.
- Model and promote Women's Health Loddon Mallee Values in the workplace
- Adhere to Women's Health Loddon Mallee Code of Conduct, ensuring professional conduct is always maintained
- Comply with all legislative requirements relevant to the position
- Comply with policies, procedures, systems, and processes of Women's Health Loddon Mallee
- Intellectual Property remains the sole property of Women's Health Loddon Mallee, unless otherwise authorised and confirmed in writing
- Undertake and promote safe work practices and procedures in accordance with WHLM OH&S Policy
- Ensure Equal Opportunity principles are followed
- Women's Health Loddon Mallee are commitment to the safety and wellbeing of children and young people.

CONFIDENTIALITY

- Ensure organisational, staff and client confidentiality are always maintained.

INTERNAL AND EXTERNAL RELATIONSHIPS

The Finance & Office Administrator is expected to develop and maintain effective networks and working relationships both internally and with key external stakeholders.

Internal Liaisons	CEO, Business Manager, Health promotion team, staff, students, and volunteers
External Liaisons	As directed

KEY RESPONSIBILITIES

- **Office Administration & Records Management**
 - Provide administrative support to all WHLM project staff, the Business & Finance Manager, and the Chief Executive Officer

- In conjunction with the Business & Finance Manager, investigate and implement a system to meet the ongoing needs of WHLM staff to capture data – contact information, participation & engagement, and evaluation/reflection information.
- Management and maintenance of the project documents including report production and assistance with data evaluation reports.
- Coordinate records management systems.
- Ordering and purchasing of office equipment and supplies.
- Register and distribute incoming and outgoing mail.
- Vehicle, building and asset maintenance
- Coordinating contractors including Cleaners and Security
- **Well Women's Clinic Administration**
 - Arrange bookings and management of booking system and appointments.
 - Provide respectful and confidential assistance to callers seeking advice.
 - Greet clients with a warm and welcoming manner.
 - Management of clinic software system – Cliniko.
 - File management of confidential client files.
 - Administration duties, including reminder letters and results.
 - Coordination of incoming/outgoing referrals.
 - Contribute to the continuous improvement of systems and processes ensuring services meet standards
- **Finance, Payroll and Accounting**
 - Collection and receipting of client fees and cash income.
 - General banking duties, including regularly depositing clinic income.
 - Process financial transactions including accounts receivable and payable as well as the point-of-sale transactions.
 - Complete monthly petty cash reconciliations.
 - Timely and accurate processing of payroll on a fortnightly basis, and double check calculations regarding employee entitlements, PAYG and superannuation.
 - Process salary packaging payments and reimbursements
 - Respond to staff payroll queries
 - Assist the Business & Finance Manager with the preparation of financial reports for the organisation.
 - Assist staff with adherence to WHLM finance policies and procedures and internal controls.
 - Assist the Business and Finance Manager with external audit requirements.
- **Customer Service**
 - Provide a sensitive and responsive telephone and reception service as the first point of call for may who engage with WHLM.
 - Manage WHLM reception emails
 - Ensure that the reception area is welcoming and provides a friendly atmosphere to clients and the community.
 - Oversee bookings to Well Women's Clinic, group programs and events.
- **Event Management**
 - Provide event support to all WHLM staff including coordination (venue, catering, etc), registrations, on the day and any follow-up required.
 - Assist with registration process with Humantix / Eventbrite
 - Assistance with the design of promotional materials, event programs and information packages used as WHLM events.
 - Assist the Chief Executive Officer with the coordination of the WHLM Annual General Meeting.
- **Information & Communication technology**
 - Assist Communications Officer with the maintenance of the WHLM website, Facebook page, and twitter feed including the uploading of simple graphics through CANVA and other design software applications.
- **Occupational Health & Safety**
 - Assist in the development of safe working practices and the provision of a safe working environment by actively reducing hazards and focusing on accident prevention strategies.

- Ensure all staff are aware of basic OH&S procedures and principles and utilise these when implementing WHLM programs and initiatives.
- **Governance**
 - Support the CEO with coordination of Board meetings and set up for meetings.
 - Assist with special projects as required.

COLLABORATION AND TEAMWORK

- Participate in staff and team meetings and staff development.
- Participate in organisational planning.
- Assist with preparing materials and tools for conducting health promotion training/workshops

PERSON SPECIFICATION

ATTRIBUTES AND QUALITIES

- Action orientated – makes things happen, gets things done and makes progress in a resourceful way
- Ability to operate flexibly - in both a planned and responsive mode
- Approachable for both staff and external clients
- Ability to respectfully manage confidential conversations with clients seeking our services

ROLE MOTIVATIONAL FIT

- Enjoys collaborating with people - likes working with a wide range of people, partners, and stakeholders
- Critical thinking skills

WORKPLACE CULTURAL FIT

Contribute to the cultural fit of WHLM by actively displaying our values.

Behaviour examples include:

Respect

- Invite others' perspectives and encourage dialogue.
- Seeks input from co-workers on projects that affect the team.
- I am mindful of other people's time.
- I treat my colleagues with respect and compassion by responding when appropriate in a timely and professional manner.
- I give feedback in a respectful and daring way.

Courage

- The courage to act or take initiative.
- I stay aligned with my values when facing tough decisions.
- I am willing to rumble on tough decisions.
- I lean into difficult conversations, meetings, and decisions.
- I take risks, even when the outcome is uncertain.

Diversity

- Promotes inclusiveness by acknowledging differences.
- I help develop skills, attitudes and competencies that will help WHLM identify and meet the diverse needs our region.

- Acts without bias
- Is aware of cultural and intersectional differences
- Encourages a range of ideas, perspectives, and styles – knows there is more than one right way to do things.

FEMINIST ORGANISATION

Wants to work within a feminist framework. WHLM are committed to a rights-based approach in advocating for women. WHLM focus on the role of gender regarding traditional roles and stereotypes that lead to disadvantage, discrimination, and violence against women. WHLM are invested in advocating for positive change for all women and girls across the Loddon Mallee Region.

WHLM Equal Opportunity Exemption No. H455/2019

KEY SELECTION CRITERIA

Mandatory

- Commitment to organisational vision, mission, and approach
- Effective communication skills and a bright personality
- Certificate IV in Accounting and Bookkeeping
- Demonstrated experience in using a computerised financial system including accounts payable, receivable and Payroll.
- A customer focus with highly developed abilities to respond to a wide range of presentations through phone or reception
- Able to work cooperatively in a team and individually with minimal supervision
- Efficient organisation and time management skills and the ability to manage confidential information
- Ensure that confidentiality of clients is always respected.
- Proven ability to manage your time effectively and organise your work to tight deadlines while maintaining diligence.

Desirable

- Experience in arranging bookings and management of booking system and appointments
- Experience in payroll reporting – BAS, IAS, Portable Long Service Leave and Superannuation
- Excellent computer skills including the Microsoft office suite of products and simple graphic design tools such as CANVA
- Expertise with general operation of computers and online software packages
- Experience in supporting and managing volunteer's desirable
- Knowledge of current OH&S laws and how these can be applied with the workplace to ensure the safety of all staff
- Event Management

CONDITIONS OF EMPLOYMENT:

- Salary and conditions as per the Social Community Home Care and disability services industry Award, reflecting skills and expertise.
- Current drivers' licence, Working with Children check, and Police Check are required.