

POSITION DESCRIPTION

1. TITLE: Office Administrator

2. AWARD: SCHADS Award 2010 – Level 3

3. HOURS: 28 hours per week

4. LOCATION: Admin Office, 1 Main Street, Pakenham VIC 3810

5. REPORTS TO: Chief Executive Officer

6. SUPERVISES: None

7. POSITION OVERVIEW & OBJECTIVES:

The Office Administrator is responsible for the efficient and smooth running of the office and administrative systems. This role also supports the CEO to oversee the running of the organisation and assists them to manage their workload.

8. REQUIREMENTS OF THE JOB:

a. Skills, Experience & Knowledge

- i. Significant experience in a similar role
- ii. Strong organisational and time-management skills, with the ability to multi-task and manage competing priorities.
- iii. Strong customer service, communications, and interpersonal skills
- iv. Excellent initiative, analytical skills, and problem-solving abilities
- v. Proven accuracy and attention to detail
- vi. Ability to work autonomously and as part of a team
- vii. Highly developed computer literacy including a practical knowledge of Microsoft 365 (essential), Employment Hero (desirable) and Better Impact (desirable).
- viii. Practical knowledge of databases and their use.

b. Personal Attributes

- i. Proactive and positive attitude
- ii. Professional behaviour, including the ability to apply the principles of privacy and confidentiality to all work practices
- iii. High levels of integrity including behaving in an honest and trustworthy manner and treating others without judgement.

9. KEY RESPONSIBILITIES

a. Administration

- i. Reception & Customer Service
 - a. Act as primary contact/reception point for visitors, phone calls, correspondence
 - b. Liaise with external suppliers and contractors
- ii. Support
 - a. Provide admin support for the Board, CEO and other staff
 - b. Provide admin support for the Pakenham nurse
- iii. Property & Equipment
 - a. Procure new equipment
 - b. Organise repairs and on-going maintenance for all existing property and equipment. Maintain and update the Essential Services Register, including fire, tagging & testing, security, and pest control
 - c. Ensure appropriate stock levels for office supplies, stationery, and consumables
- iv. Systems
 - a. Ensure all systems are running efficiently and effectively, including emails, IT, HR system etc, and organise maintenance as required
- v. Finances
 - a. Contribute to the development of the annual budget and monitor monthly expenses to ensure budget targets are met.

b. Human Resources

- i. Advertise for new personnel as required/requested
- ii. Receive applications, and in consultation with relevant managers, shortlist according to PD requirements
- iii. Organise interviews and assist managers with interviews as required
- iv. Ensure all new personnel have a Police Check (and where necessary, Working with Children Check), and that all checks are kept up to date
- v. In consultation with area managers, coordinate orientation and onboarding for all new personnel
- vi. Ensure all staff qualifications are current as per their employment requirements and position description
- vii. Maintain all personnel records, ensuring they are kept up to date.

c. Documentation & Records

- i. Maintain and update policy and procedure manuals
- ii. Maintain and update all forms and templates
- iii. Maintain and update Fernlea's database(s)
- iv. Maintain Fernlea's registers, including Incidents, Continuous Improvement, Essential Services, grants, suppliers, complaints & feedback
- v. Maintain and update all filing systems.

d. Compliance

- i. Support CEO to ensure all compliance requirements and reporting deadlines are met, including:
 - a. OHS
 - b. Risk
 - c. Funding
 - d. Accreditation
 - e. Governance (ACNC, incorporation)
 - f. Service agreements
 - g. Leases
- ii. Review all insurance requirements, ensuring that all insurance risks are mitigated and there is the relevant level of coverage.

e. Occupational Health & Safety

- i. Support the CEO and managers to ensure all OH&S requirements are met across the workplace.
- ii. Receive and process all incidents reports, including keeping the CEO informed.

f. Reporting and Communication

- i. Attend and report to staff and WIP meetings.
- ii. Ensure regular communication with the CEO, including advising of any current or potential risks.
- iii. Provide other reports as required.

g. As A Team Member:

- i. Ensure the Fernlea Code of Conduct is always upheld.
- ii. Take responsibility for reaching key performance indicators, develop and share best practice ideas, and work cooperatively to support other team members to reach their individual and business goals.
- iii. Participate in staff reviews and training/development programs.
- iv. Maintain a high level of personal presentation and be polite, helpful, and courteous at all times.
- v. Overall, work as part of a harmonious team and contribute to a positive, motivating environment.

h. Delegations – as per Delegations Matrix

i. KEY PERFORMANCE INDICATORS

- i. Work within the set budget.
- ii. All records, systems, documents, and compliance requirements are up to date.
- iii. All deadlines met.

I have read and understand the expectations of the role as outlined in this position description.

Employee name: _____

Employee signature: _____

Date: _____

The employee's signature on this position description signifies an understanding and acceptance that the content contained in it forms an integral part of their employment terms and conditions.