

## **RACS Office Administrator & Executive Assistant Position Description**

The Refugee Advice Casework Service (RACS) seeks a dedicated person to join its team of committed human rights lawyers in the role of Office Administrator & Executive Assistant. This will be a 12 month contract role.

The remuneration package for the position is at the **SCHADS Award rate Level 2.1 – 3.1** depending on the experience of the successful candidate per annum, plus superannuation contribution and loadings. Salary packaging is available.

This role will report to RACS Finance & Operation Manager, whilst working closely with the RACS Centre Director, Leadership Team & other operational staff.

Note that as part of this role you will be required as a condition of your employment to travel throughout metropolitan Sydney, as such your place of work may alternate between RACS key locations in Randwick, Parramatta & Auburn, however your employment will be primarily in Randwick. Due to COVID-19 safe work requirements you may be required to work from home as advised, however this is a role required to be onsite whenever our office is open. Please note, various locations where RACS team members work require full COVID-19 vaccinations as per ATAGI advice [here](#).

RACS is committed to working together to achieve a more inclusive community. Our workplace strives to be one that embraces and celebrates diversity and the wide range of skills, expertise and experience we can all bring to strengthen our dynamic, collaborative and responsive environment. RACS encourages people from all backgrounds to apply, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, people that identify as belonging to the LGBTIQ+ community and people with disabilities. RACS welcomes applications from those with the lived expertise of seeking asylum, newly arrived people as well as those on temporary visas with the relevant permission to work. RACS recognises experience in environments outside of Australia also.

### **Application Procedure:**

To apply please submit two documents to be considered: a cover letter addressing the selection criteria in full (no more than two pages) as well as a Resume to Kerrith Sowden at [reception@racs.org.au](mailto:reception@racs.org.au). Applications close on 9am, Monday 29 August 2022. Interviews will likely be held in the following fortnight with a view to commence at RACS as soon as practicably.

## About RACS

The Refugee Advice and Casework Service (RACS) is one of Australia's oldest and most successful dedicated community legal centres with a vision of justice and dignity for refugees and a world where those who seek Australia's protection are able to live their lives with dignity, security, family unity and freedom.

RACS provides free, dedicated legal services for asylum seekers and refugees. Through individual advice sessions, community education and public advocacy, RACS strives to ensure that individuals and families, at risk of persecution or other forms of significant harm, gain access to equal and fair representation before the law, and are granted protection by Australia, and opportunities to seek family unity, in accordance with Australia's international obligations.

**Our Mission:** To achieve justice and dignity for and with refugees through the provision of dedicated legal services and advocacy

**Values:** Respect – Integrity – Compassion – Fairness – Empowerment – Perseverance

Our work is premised on a commitment to fundamental human rights, human dignity and international protection. RACS demonstrates this commitment through its independent, impartial and professional advice; the integrity of its staff and volunteers; its belief in continuous learning, including through partnerships with other organisations; and the fair and flexible conditions it provides for staff and volunteers.

## RACS Office Administrator & Executive Assistant Role

The primary role of the RACS Office Administrator & Executive Assistant is to work as part of a team delivering RACS front-end services, including being a first point of contact for RACS clients, supporters and other relevant stakeholders. The role involves delivering RACS reception services which includes ensuring a smooth flow of front-of-house, managing the front desk, assisting clients and staff with administrative tasks and responding to a range of enquiries and referrals over the phone or via email.

This role will also work closely to support the Centre Director & RACS Leadership team with administrative duties as required, such as assisting with calendar management, meetings & coordination of RACS team operationally.

The RACS working environment can be high volume of various competing priorities and the successful applicant must be skilled in managing time and priorities whilst ensuring systems are implemented and followed.

## Key Responsibilities will be across 3 primary areas

### Reception & Office Administration

- Primary responsibility for the RACS reception telephone line & Inbox
- First point of contact for all visitors including clients, vendors, donors and other guests.

- Maintain efficient interoffice communication systems and ensure all mail, incoming faxes, invoices and other documents are triaged, recorded & delivered to the appropriate staff person.
- Respond, navigate and direct enquiries received via telephone or in-person to the right person/program area
- Maintain office rosters and calendars.
- Ensure that office & personnel supplies are ordered, delivered and maintained
- Management of archived files and regular collection/destroying of files in secure shredding bin.
- Act as primary point with UNSW Facilities regarding re cleaning, security, swipe cards and repairs.
- Manage office petty cash float and reconcile and submit to finance for replenishment.
- Plan & organise internal events, including End of Year functions, farewells etc.
- Assist the First Aid Officers monitor WHS issues and maintain a safe and healthy work environment.
- Follow our COVID-19 plan and guidelines and instruct the people we support, staff and volunteers accordingly
- General administration tasks to support the office
- Basic housekeeping when required

#### Human Resources

- Assist The Finance & Operations Manager with recruitment including performing telephone screenings and organising interviews.
- Assist The Finance & Operations Manager with on-boarding and off-boarding of staff, and secondees
- Assist with coordination of the learning and development training for staff.

#### EA assistance to the Centre Director & Leadership Team

- Assist with the coordination and management of external meetings and events
- Liaise with staff to assist with travel arrangements
- Any administrative support as needed by the Centre Director

#### *All RACS team members are expected to*

- Communicate with a wide range of stakeholders in a confident and a respectful manner.
- Be a contributing and supporting member of the RACS team, acting in accordance with RACS values in all conduct.
- Meet the reporting requirements of the Leadership Team.
- Attend external supervision and/or debriefing as arranged.
- Be alert to the danger of burnout, monitor your workload and be pro-active in self-care.
- Participate in RACS' training and education programs as required to maintain appropriate skills
- Consult with a RACS Supervising Senior Solicitor if at any time you are unsure about an aspect of best practice
- Work together with RACS volunteers and with RACS Practical Legal Training students
- Undertake administrative tasks as required in a small team.
- Perform other duties as reasonably required.

## SELECTION CRITERIA

### Essential

- High-level communication and interpersonal skills, including an ability to communicate with a wide range of stakeholders in a confident and a respectful manner.
- Ability to work under pressure, manage time and priorities effectively and meet strict deadlines.
- Ability to work independently and in a diverse team.
- A commitment to refugee and human rights issues.
- Experience in office administrative duties.

### Desirable

- Experience working with people from a non-English speaking or a vulnerable background, including those whom may be detained.
- Experience or exposure to working in a Community Legal Centre or Migration practice and the ability to work in an environment with limited resources.
- Demonstrated language other than English will be considered highly favourably.