



Administration Officer

Seeking a skilled professional with excellent administration skills and an understanding of issues for refugee communities

Part-time, 22.5 hours per week, Sydney

The Refugee Council of Australia (RCOA) is seeking a part-time Administration Officer for a 12-month contact.

RCOA is the peak body for organisations who work with and for refugees and people seeking asylum. RCOA conducts research, raises awareness and advocates on national and international issues affecting refugees and people seeking asylum.

The candidate we are seeking

The Administration Officer will work with the Manager to provide essential administrative support. This role will assist in the implementation of strategic initiatives, support fundraising activities, and enhance communications efforts. The position will ensure the smooth running of daily operations, contributing to the overall effectiveness and efficiency of the organisation.

The successful applicant will be a motivated and organised individual with excellent attention to detail and strong interpersonal and communication skills.

As an organisation dedicated to enhancing the role of Australia's refugee communities in the national discussion about refugee issues, RCOA strongly encourages applications from people with lived refugee experience and people with close personal and cultural connections to refugee communities.

Selection criteria are outlined in the position description.

The position is part time and is based in Sydney. Under the Social, Community, Home Care and Disability Services (SCHADS) Industry Award, the salary is [SCHADS](#) Level 3 (Social and community services employee). The overall value of the package is increased by 11.5% superannuation and access to salary packaging options extended to staff of public benevolent institutions.

Inquiries about this position can be sent to kelly.nicholls@refugeecouncil.org.au.

Applications can be submitted online at Ethical Jobs. Applications close at 11.59pm, Sunday 8 September 2024.

Position Description:

Administration Officer

Position reports to: Manager

Position type: Part time contact, 22.5 hours per week for 12 months

Location: Sydney

Award: SCHADS Level 3

Position Purpose

Reporting to the Manager, the Administration Officer will provide essential administrative support. This role will assist in the implementation of strategic initiatives, support fundraising activities, and enhance communications efforts. The position will ensure the smooth running of daily operations, contributing to the overall effectiveness and efficiency of the organisation. The position is responsible for the following:

Administrative Support:

- Provide general administrative support, including managing correspondence, scheduling meetings, and maintaining office supplies.
- Answer general and fundraising inquiries (phone and email).
- Assist with the preparation of reports, presentations, and other documentation.
- Organise and maintain digital and physical filing systems.
- Work closely with the Manager to maintain contact with member agencies and organisations in the refugee sector.
- Maintain accurate membership records, creation and distribution of membership invoices and expanding RCOA's membership base.
- Other duties as determined by the Manager and Deputy CEO and CEO.

Fundraising Support:

- Assist in the planning and delivery of fundraising events and campaigns.
- Support donor relations by responding to inquiries, maintaining donor databases and preparing thank-you letters and receipts.
- Assist in the preparation and distribution of fundraising materials.
- Oversee relationship with regular donors, via calls, texts and emails.
- Generate reports and process donations, this includes using the automation system and providing receipts.
- Creation of monthly donation reports for Accounting Officer.
- Work with the Partnership and Relationships Manager to research potential major donors, gathering information on their interests and giving capacity.
- Work with the Partnership and Relationships Manager to develop sponsorship contracts in line with RCOA policies, ensuring acknowledgment of sponsors and reporting outcomes to sponsors.
- Support the organisations grant seeking activities by:

- Identifying grant opportunities that reflect the organisation's objectives and priorities.
- Ensuring timely notification is provided to RCOA staff about upcoming grant opportunities and reporting requirements for grants received.
- Updating and maintaining accurate records that support the organisation's grant seeking including the grants database, grant seeking database and grants application kit.
- Supporting the drafting of grant applications and acquittal reports.

Event Coordination:

- Provide logistical support for events, including booking venues, arranging catering, and coordinating attendees and speakers.
- Assist with the setup and pack up of event spaces.

SELECTION CRITERIA

To be successful in this role, you must meet the following selection criteria:

Essential

1. To be successful in this role, you must meet the following selection criteria:
2. Tertiary qualifications (diploma or above) in a relevant field.
3. Excellent written and oral communication skills, including ability to effectively communicate with members of the public.
4. High attention to detail and accuracy in data entry.
5. Strong organisational skills and ability to prioritise and meet deadlines
6. Understanding of fundraising and communications programs.
7. Strong working knowledge of Microsoft Office including Word, Excel and Outlook.
8. Experience using databases, NationBuilder or other fundraising programs.
9. Ability to work independently with minimal supervision.

Desirable

1. Lived refugee experience or knowledge of refugee and asylum seeker issues.
2. Experience managing volunteers.

Safeguarding Statement: RCOA has zero tolerance for all forms of abuse and exploitation. It is committed to ensuring its activities are implemented in a safe and productive environment which prevents harm and avoids negative impacts on the health and safety of all people, particularly children and people in vulnerable circumstances. An environment where safeguarding concerns are responded to actively and effectively.

Shortlisted candidates may be subject to working with children checks, criminal record checks or safeguarding focused referee checks.

THE APPLICATION PROCESS – ESSENTIAL INFORMATION

For your application to be considered, you are required to:

1. Directly address each of the above essential and desirable selection criteria.
2. Include a current resume with your application.

Applications can be submitted online at Ethical Jobs. Applications close at 11.59pm, Sunday 8 September 2024.

VISION, PURPOSE AND GUIDING PRINCIPLES OF REFUGEE COUNCIL OF AUSTRALIA

Vision For the voices of refugees to be heard, the rights of refugees to be respected, the humanity of refugees valued, and the contribution and leadership of refugees celebrated.

Purpose To advocate for the development of humane, lawful and constructive policies towards refugees and people seeking asylum by Australian and other governments and their communities.

Guiding Principles

These principles guide how we work and make decisions on refugee and asylum policy.

1. **Justice and the rule of law** Maintaining a rigorous commitment to justice and the rule of law, in line with the principles outlined in the Universal Declaration of Human Rights, the Refugee Convention, the Conventions on Statelessness and other core international human rights treaties.
2. **Lived experience** Giving priority to the views, concerns and ideas of refugees and people seeking asylum, privileging their views over the views of people with greater power and influence, emphasising their right to be represented when decisions are being made about their future.
3. **Respecting diversity** Respecting the diversity within all populations of forcibly displaced people, ensuring that specific attention is given to the needs, concerns and perspectives of people who are even more marginalised because of their race, ethnicity, gender, age, disability, identity, faith, or sexuality.
4. **Inclusion and respect** Promoting a vision of Australia based on inclusion and respect, advocating against policies which exclude or stigmatise, undermine human dignity or punish people for political purposes.
5. **Shared responsibility** Advocating for appropriate sharing of responsibility between nations for people requiring protection, paying particular attention to Australia's current and potential role.
6. **Non-partisan and collective perspectives** Developing non-partisan positions based on broad consultation and evidence-based research. providing leadership by authentically representing a collective view of RCOA's members and refugee communities in Australia on matters relevant to the organisation's mandate.

(RCOA Strategic Plan 2022–2026)