

POSITION DESCRIPTION

General Information	
Position Title:	Corporate Services Support Officer
Incumbent:	
Function & Team/Program:	State and Territory Operations Team, Brisbane QLD
Location(s):	Brisbane Queensland
Manager's Position Title:	Office Manager
Manager's Name:	Eniko Miszti
Date Prepared:	October 2022
Prepared By:	Eniko Miszti
Approved By:	Eniko Miszti

Primary Purpose of this Position
<ul style="list-style-type: none"> This position exists to support the Office Manager in providing regional support and co-ordination of the Corporate Services functions within Queensland under the framework of the nationally developed policies and program plans.

Scope	
<p>This position is responsible for providing administrative, accounting, clerical and general support to all Queensland teams and includes:</p> <ul style="list-style-type: none"> Assisting and reporting to the Office Manager with office accounting processes including Accounts Payable, purchasing, Accounts Receivable, Petty cash and Bank and corporate credit cards reconciliation Working with volunteers in managing Reception duties including greeting clients and operating a central telephone system Providing cross-functional support to various teams through preparation of correspondence, reports and data entry. 	
Direct Reports to this Position	Indirect Reports
By Position Title	Total Number
1. Reception Volunteers	
Financial Dimensions controlled by this Position	
Direct control	Indirect control
e.g. Revenue, Operating expenditure, Capital expenditure, etc	
<ul style="list-style-type: none"> 	<ul style="list-style-type: none">
Other Dimensions of this Position	
<ul style="list-style-type: none"> 	

Setting Priorities	
How often does employee prioritise their own work? E.g. Daily, weekly, monthly, annually, other	Daily
How often does employee determine the priorities of others? Eg. Daily, weekly, monthly, annually, other	Daily

Key Relationships	
Internal	<ul style="list-style-type: none"> Office Manager General Manager Queensland Regional Programs Manager Volunteer Coordinator Queensland based Team Leaders Events Coordinator Queensland based National Managers Other staff and volunteers
External	<ul style="list-style-type: none"> External providers/suppliers

Key Decision Making in this Role
Decisions Expected <ul style="list-style-type: none"> Day-to-day tasks and volunteer management
Recommendations Expected <ul style="list-style-type: none"> As needed working with the Office Manager

Key Responsibilities / Accountabilities	
Major Area: General Administration and Accounting	% of Job: 75%
Major Activities	Measures
Accounts Payable	<ul style="list-style-type: none"> Process and prepare cash payments and cash receipts spreadsheets and Brisbane Journals and forward to National Office every month as directed. Accurately code and process invoices, ensuring proper authorisation, within weekly deadline. Reconcile corporate credit cards for Managers, ensuring appropriate authorisations. Ensure Travel & General Expenses claim forms are completed according to procedures manual and appropriately authorised; email to Accounts Payable on weekly basis
Accounts Receivable	<ul style="list-style-type: none"> Cash donations: Issue Kalamazoo system receipt and secure cash until banked, then compile Contribution Coding Form. Cheque donations: compile Contribution coding Form and send with cheque to Data Entry at National Office
Payroll	<ul style="list-style-type: none"> Update TOIL templates in July each year and distribute to Team Leaders; update TOIL form at other times as staff changes occur
Corporate Services Team	<ul style="list-style-type: none"> Update Intranet with 'people & places' and all contact lists when changes occur. Process and record Blue Card applications and renewals for all Qld staff. Stock count and place Stationery orders as needed for the office

Support	<ul style="list-style-type: none"> • Coordinate and monitor IT requirements for Brisbane office and/or Queensland offices, in conjunction with Office Manager and National Office IT. • Support Office Manager & complete ad-hoc duties as requested • Maintain knowledge and understanding of TSF programs through Intranet and CONNECT. • Be resourceful to extract information and provide reports/executive summary to staff as required • Follow procedures to ensure building is secured at the end of each day • Ensure procedures and processes used are best practice and regularly updated.
Volunteers	<ul style="list-style-type: none"> • Train and direct volunteers to accomplish agreed tasks • Ensure Volunteers are being supervised and productive and efficiently utilised.
Occupational Health and Safety	<ul style="list-style-type: none"> • Record safety statistics monthly in compliance with TSF Policy • Coordinate biannual OH&S checks for all Queensland offices
Major Area: Internal Customer Service	% of Job: 15%
Major Activities	Measures
Community Fundraising Team	<ul style="list-style-type: none"> • Ensure all donations are receipted and appropriate forms completed and forwarded to National Office in accordance with TSF audit requirements. • Assist Office Manager with written correspondence including assisting with mail outs to donors or other external stakeholders, ensuring professional presentation.
Meetings, Functions and Events	<ul style="list-style-type: none"> • Organise catering and other requirements for visits and other functions as required.
Travel & Accommodation Bookings	<ul style="list-style-type: none"> • Make travel and accommodation bookings for staff as requested, ensuring correct forms and completed and authorised, in accordance with TSF Travel policy.
Community Programs Teams	<ul style="list-style-type: none"> • Administrative tasks as directed by the Office Manager.
Team Leaders	<ul style="list-style-type: none"> • Compiling OH&S reports.
Special Projects	<ul style="list-style-type: none"> • Assist with any special project as needed (i.e. events and Toy & Book appeal.
Major Area: External Customer and Client Service	% of Job: 5%
Major Activities	Measures
Reception	<ul style="list-style-type: none"> • Messages are checked every morning and regularly throughout the day. • All stakeholders are consistently handled in a professional and polite manner. • Switchboard is directed to night service as required. • Reception stock -marketing booklets, sign-in sheets, etc are maintained. • Reception area is to be kept tidy at all times. • Outgoing mail is prepared daily in accordance with Australia Post requirements
Office Environment	<ul style="list-style-type: none"> • Couriers are arranged and receipted efficiently. • Internal telephone directories are current and distributed to staff in a timely manner. • Incoming mail is distributed to staff in a timely manner on a daily basis. • Design and record procedures or processes for a Reception Manual.

Major Area: Team Participation	% of Job: 5%
Major Activities	Measures
Team Unity	<ul style="list-style-type: none"> • Pro-actively pursues tasks to completion and responds quickly to a problem when it arises • Ability and willingness to learn and apply new technology and processes • Prepares and presents accurate work • Provides and responds constructively to feedback • Ownership and responsibility taken for appropriate tasks • Manage workload effectively by planning, prioritising and adopting flexible work practices • Participating in weekly CS Team meetings • Provide feedback on procedures/alternative to current practice for more efficient outcomes.

Key Objectives and Goals:
<ul style="list-style-type: none"> • Reflect the appropriate image and values of TSF to all internal and external stakeholders • Provide high quality support services across several teams by organising, planning, prioritising and completing tasks within designated timeframes despite competing demands • Complete accounting functions in accordance with TSF policy, ensuring accuracy and adhering to timelines • Efficiently and accurately process various data within TSF operating systems • Train volunteers by personal instruction and demonstration to achieve agreed tasks • Coordinate volunteer resources and work flow to complete assigned tasks • Undertake a broad range of tasks assigned to this role with an attitude of willingness and cooperation • In consultation with the Office Manager revise the Position Description and document the range of tasks and processes associated with the revised role • In consultation with the Office Manager revise/update procedures manuals and distribute accordingly

Qualifications, Experience and Competencies:		
Education / Qualifications / Memberships:	Essential	Desirable
	<ul style="list-style-type: none"> • Minimum 3 years in administration and/or general office roles • Certificate IV or equivalent in Administration 	
Experience:	Essential	Desirable
	<ul style="list-style-type: none"> • Experience in basic financial accounting and administrative processes • Intermediate or advanced user of Windows based programs including; Outlook, Word and Excel 	<ul style="list-style-type: none"> • User of other related computer programs • IT experience would be highly desirable
Competencies:	Essential	Desirable
	<ul style="list-style-type: none"> • Demonstrated skills in organising, prioritising and completing tasks within an environment of competing priorities • Well-developed written and oral skills • Ability to use tact and diplomacy, especially when dealing with distraught families or members of the public • High level of comprehension skills • communication skills 	

<p>Person Specifications:</p>	<ul style="list-style-type: none"> • A professional, positive and approachable team member • Committed to working in an inclusive manner • Aligned to the values of The Smith Family • A flexible and willing attitude to embracing change and undertaking new challenges • Task orientated • Understanding, helpfulness and empathy, especially when dealing with distraught families or members of the public 	
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