

Position Description

Position	Office Leader
Tenure	Permanent
Status	Part time
Hours of Work	30.4 hours per week
Award Classification	As per Social, Community, Home Care and Disability Services Award, Community Development Worker Level 4
Date Prepared	1 August 2025
Probation Period	6 months
Reports To	CEO

ORGANISATIONAL OVERVIEW:

Council on the Ageing (COTA Victoria) is the leading not-for-profit organisation representing the interests and rights of people aged over 50 in Victoria. For nearly 70 years in Victoria, we have led government, corporate and community thinking about the positive aspects of ageing.

COTA Victoria's strategic and operational focus is on promoting older age as a time of opportunities for personal growth, contribution and self-expression. We believe there are obvious National, State, community, family and individual benefits from this approach.

COTA Victoria has an experienced Board; highly qualified, permanent staff located in a central Melbourne office location; and a broad State membership and volunteer base.

Vision: *Ageing in Australia is a time of possibility, opportunity and influence*

Purpose: *COTA advances the rights, interests, and futures of Australians as we age*

Values: *Respect, Diversity, Collaboration, and Integrity*

Strategic Priorities: *For older Victorians, COTA promote opportunities and protect rights. Our Strategic focus is on influence, sustainability, partnership and empowerment.*

Policy

Maintain our leadership in policy development and advocacy on behalf of older people in Victoria and Australia in general.

Health and Wellbeing

Continue to successfully manage and increase a portfolio of physical, mental and financial health projects and services designed to benefit and improve the quality of life of older Victorians.

Rights

Maintain the position of *Seniors Rights Victoria* (a COTA program) as Victoria's leading provider of information, legal aid and support, advice and education to help prevent elder abuse and protect the rights of older people.

Organisation

Build COTA organisational efficiency and sustainability in Victoria through improvements to marketing, knowledge management, income generation and volunteer management.

Position Description

ORGANISATIONAL VALUES:

- **Respect** - We respect and value the contribution and lived experience of Australians as they age and support each person's right to make choices and to participate in their community.
- **Diversity** - We value the great diversity that characterises Australians of all ages and are committed to genuine exchange and engagement with all older people in Australia
- **Collaboration** - We communicate and work collaboratively with older people, with each other, with our partners, and with the Australian community to achieve the vision and mission of COTA.
- **Integrity** - We operate accountably, ethically, honestly, and openly and strive for excellence in all our interactions.

POSITION OBJECTIVE:

The Office Leader will oversee the daily operations of COTA Victoria's office, ensuring a smooth and efficient work environment. Their responsibilities will include managing office supplies, maintaining office facilities, coordinating administrative tasks and supporting the CEO, managers and staff to meet its operational and strategic goals. In particular providing general administrative, secretariat and co-ordination support across the various business units and internal and external stakeholders, including support to the CEO, Board and its committees.

RESPONSIBILITIES:

Reporting to the CEO, this position is required to provide a wide-ranging support to COTA and Seniors Rights Victoria to ensure the smooth operations of the organisation including, but not limited to, the following:

HR, volunteer and OHS matters

- Support managers in managing the employee life cycle including but not limited to coordinating recruitment, contracts, onboarding, induction, and supporting staff payment, exits, performance management and training.
- Support the Education and Engagement Manager in managing the volunteer life cycle by administrating the onboarding and offboarding of volunteers into relevant software.
- Implement and maintain up to date personnel records of staff and volunteers, ensuring compliance on matters such as police check, probationary periods, completeness of all documentation and follow up from time to time.
- In consultation with the CEO, support the enhancement and implementation of HR processes and changes.
- Designated First Aid Officer and participate actively on the OH&S Committee.
- Schedule, attend and be the secretariat for all staff meetings, trainings and team building activities as required.
- Undertake professional development, as required, to keep updated on HR and OHS matters.
- Maintain organisational charts and employee contact lists when required.

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Executive administration

- Acting as the point of contact between the CEO, Board, Senior Management team, and internal or external stakeholders, including managing correspondence directed to specified central mail boxes;
- Supporting the operation of the senior management team meetings by scheduling and acting as secretariat.
- Support the CEO through administrative and secretariat duties with the Board and/or relevant sub-committees and working groups as required.
- Providing the full range of administrative support services in areas such as Fee for Service, Events, Member meetings etc.

Business operations

- Lead the office facilities effectively and support changes, as required, involving the office environment.
- Engage with relevant office suppliers and contractors for services and payment.
- Maintain the organisation's assets and register, including, but not limited to, IT and Telephony records and allocations to staff.
- Support the relevant Manager and CEO to ensure COTA Victoria has effective software applications and IT infrastructure in place to support effective operation of the organisation.
- Code and review the office and credit card related invoices.

Organisational administrative support

- Review, maintain and implement the Operations, HR and Volunteer manual, and support the update of the relevant policies and procedures and periodic reports.
- Coordination of systems, in consultation with the appropriate Manager and/or CEO, to maintain and improve data collection, filing, retention and reporting.
- Assistance with workflows across multiple areas of the organisation to ensure event bookings, program and community engagement operations are supported, as required by the CEO.
- Assisting entry of relevant data to support the timely and accurate provision and/or update of statistical reporting and/or information using the relevant mechanisms, including in support of membership and funding requirements.

Other

- To undertake other duties as directed.

KEY SELECTION CRITERIA

- Graduate degree / undertaking a graduate program in HR, Administration or similar or proven and current experience in HR, office administration, and/or organisational support roles
- Experience as an Executive Assistant or Office Lead (preferable, or similar)
- Knowledge of office administration systems and procedures
- Proficiency in Microsoft Office365 suite (Outlook, Word and Excel in particular), SharePoint (Or similar Intranet system), Microsoft Teams, Civi-CRM (or other database management)
- Excellent time management skills and ability to multi-task and prioritise work
- Willingness to be involved at all levels of organisational support, from "hands on" to operational coordination functions
- Excellent written and verbal communication skills and interpersonal relationship skills

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PERSONAL ATTRIBUTES

- Commitment to the vision, mission and values of COTA Victoria
- A creative efficient mind with an ability to suggest improvements
- Ability to work cooperatively as part of the COTA Victoria staff and volunteer team to deliver the organisational outcomes as defined in the Strategic Plan
- Attention to detail and problem-solving skills
- Strong organisational and planning skills in a fast-paced environment

SPECIFIC RESTRICTIONS/CONDITIONS

- Must be physically capable to carry out administrative duties, involving extended periods of VDU use;
- Must have current Victorian driver's license and be accepted for insurance coverage;
- Employment is subject to an ongoing satisfactory police check and other safety screening requirements.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Statement of accountabilities for this position (if relevant) is outlined within the organisations Delegation of Authority.

OTHER RELEVANT INFORMATION

Location:	Level 1, 420 St Kilda Road, Melbourne
Other:	Council on the Ageing has an Enterprise Bargaining Agreement (EBA) that covers all COTA employees: 3 years from 12 th May 2021.
Salary Sacrifice:	Available in accordance with Australian Taxation Office legislation and regulations, and in accordance with the Council on the Ageing's Policy and Procedure
Self-Referral:	It is COTA policy that no staff member or volunteer shall, under any circumstances, refer work to themselves, their families or other members of their firms.

AUTHORISATION & ACCEPTANCE

Employer Chief Executive Officer

Signature

Incumbent

Signature

Date