

Position Description

Title	Team Assistant (Operations)
Business Unit	Housing and Property
Location	Level 4 130 Lonsdale Street, Melbourne
Employment type	Full time Ongoing
Reports to	Head of Operations

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Team Assistant works under the support and direction of the Head of Operations to provide administration support to the wider operations and service delivery of the Housing & Property Operations team which includes Housing Services, Asset Management and Real Estate & Advisory Services and 130 Lonsdale Street Office Management.

The Housing & Property Operations team is responsible for delivering Uniting's housing and property services, working across Victoria and Tasmania to deliver industry best practice and sector leadership across Uniting's 1200+ asset portfolio and deliver tenancy management services to 850+ renters.

2. Scope

Budget:

Nil

Position Description Team Assistant (Operations)

People:

Nil

3. Relationships

Internal

- Head of Operations
- Senior Manager, Housing Services
- Manager, Real Estate & Advisory
- Senior Manager, Asset Management
- 130L Receptionist & Office Manager
- Team Assistant (Growth & Development)
- Executive Assistant to the General Manager H&P
- Housing and Property Division
- Executive/Division Assistants

External

- Uniting Church Australia Synod Victoria & Tasmania, other church partners
 - Government Departments; Homes Victoria, Treasury Victoria, Housing Australia
 - Industry Peak Bodies, External Key Stakeholders, Consultants and Contractors
-

4. Key responsibility areas

Administration

- Provide general administrative support to the Head of Operations and wider team within the Housing and Property Team including expense and invoice processing, organising events and supporting organisational processes and functions.
- Coordinating, formatting and distributing communication and correspondence.
- Acting as a point of contact and responding to queries from staff and volunteers, stakeholders and consumers.
- Assist with coordination and maintenance of systems and processes that enable effective monitoring and tracking of contracts and contract performance, tender register, tasks and actions from key UVT meetings.
- Support effective and efficient functioning of team operations (programs and services) which include (but not limited to) oversight of:
 - Operational plans and initiatives
 - Implementation of priorities
- Maintain and work to streamline file, records and data management.
- Formatting and editing documents as required.
- Maintain templates for documents including reports, briefings and presentations.
- Coordinate administrative projects in consultation with line manager.
- Provide cover at Reception ensuring customer centric 'all welcome' approach.
- Other tasks as required or directed.
- Provide out of hours support when required.

Project Support

- Provide project support as assigned, including planning, documentation development and information management.
- Coordinate and assist with the submissions for tenders and EOIs.
- Project administration support with team members as required.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.

Position Description Team Assistant (Operations)

- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
 - Ensure appropriate use of resources.
 - Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
 - Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
 - Identify opportunities to integrate and work collaboratively across teams.
 - Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
 - Promote a positive safety culture by contributing to health and safety consultation and communication.
 - Promptly respond to and report health and safety hazards, incidents and near misses to line management
 - Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
 - Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
 - Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation
-

5. Person specification

Qualifications

- Relevant qualification in a business administration related discipline and/or experience in an administration role

Experience

- Previous experience working in a fast paced, professional environment
- Experience providing administrative support to senior managers
- Customer service experience in a similar environment

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
 - Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
 - **Teamwork:** demonstrated ability to work as a member of a team in a busy office environment, build strong relationships and adapt to daily challenges
 - **Professionalism and Integrity:** ability to use initiative and take right action with accountability, ensuring confidentiality and discretion is maintained at all times
 - **Interpersonal skills:** ability to understand the environment in which you are communicating, communicating in a manner that is appropriate and effective for that individual or group
 - **Computer skills:** proven intermediate expertise in the Microsoft suite of applications, well developed attention to detail and accuracy, and the ability to support others to use technology
 - **Problem solving** demonstrated initiative and problem analysis and problem solving skills
 - **Organisational skills:** excellent organisation skills and time management, ability to deal simultaneously with several matters and work to deadlines
-

Position Description
Team Assistant (Operations)

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking. =

This position description is subject to review and may change in accordance with Uniting’s operational, service and consumer requirements.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: