

## POSITION DESCRIPTION

<b>General Information:</b>	
<b>Position Title:</b>	Corporate Services Support Officer
<b>Incumbent:</b>	
<b>Function &amp; Team/Program:</b>	State and Territory Operations Team, Darwin, NT
<b>Location(s):</b>	Darwin, NT
<b>Manager's Position Title:</b>	Northern Territory Manager, Learning for Life Operations
<b>Manager's Name:</b>	Anthony Pfingst
<b>Date Prepared:</b>	May 2026
<b>Prepared By:</b>	Helen Muller
<b>Approved By:</b>	Tania Khil

<b>Primary Purpose of this Position (<i>In one sentence - why does the role exist?</i>)</b>
<p>This position exists to support the Office Manager in providing regional support and co-ordination of the Corporate Services functions within NT under the framework of the nationally developed policies and program plans.</p> <p>This position is responsible for providing administrative, accounting, clerical and general support to all NT teams and includes:</p> <ul style="list-style-type: none"> <li>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</li> <li>Working with volunteers in managing Reception duties including greeting clients and operating a central telephone system</li> <li>Providing cross-functional support to various teams through preparation of correspondence, reports and data entry.</li> </ul>

<b>Scope:</b>	
<b>Direct Reports to this Position</b>	<b>Indirect Reports</b>
By Position Title	Total Number
Reception Volunteers	Nil
<b>Financial Dimensions controlled by this Position (<i>Include key financial metrics such as revenue growth, income &amp; expense budget, etc</i>)</b>	
<b>Direct control</b>	<b>Indirect control</b>
<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Other Dimensions of this Position</b>	
e.g. Number of programs, site responsibility, geographic spread of team	

<b>Setting Priorities (<i>how is work prioritised</i>)</b>

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

<b>Key Relationships</b> ( <i>Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with</i> )	
<b>Internal</b>	<ul style="list-style-type: none"> <li>• Office Manager</li> <li>• Northern Territory Manager, Learning for Life Operations</li> <li>• Volunteer Coordinator</li> <li>• NT Team Leaders Learning for Life</li> <li>• Events Coordinator</li> <li>• Other staff and volunteers</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>• External providers/suppliers</li> </ul>

<b>Key Decision Making in this Role:</b> ( <i>What are the key decisions and recommendations made in this role?</i> )
Decisions Expected <ul style="list-style-type: none"> <li>• Day-to-day tasks and volunteer management</li> </ul>
Recommendations Expected <ul style="list-style-type: none"> <li>• As needed working with the Office Manager</li> </ul>

**Every Team Member at The Smith Family:**

- Is expected to uphold The Smith Family Values and Culture;
- Understands and complies with the Child Protection Framework;
- Takes reasonable care for the health and safety of themselves and others;
- Understands and complies with the Workplace, Health and Safety Systems;
- Reports hazards and incidents and participates in risk management as required.

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

<ul style="list-style-type: none"> <li>• Maintain knowledge and understanding of TSF programs through Intranet and CONNECT.</li> <li>• Be resourceful to extract information and provide reports/executive summary to staff as required</li> <li>• Follow procedures to ensure building is secured at the end of each day</li> <li>• Ensure procedures and processes used are best practice and regularly updated.</li> </ul>
<p>Volunteers</p> <ul style="list-style-type: none"> <li>• Train and direct volunteers to accomplish agreed tasks</li> <li>• Ensure Volunteers are being supervised and productive and efficiently utilised.</li> </ul>
<p>Occupational Health and Safety</p> <ul style="list-style-type: none"> <li>• Record safety statistics monthly in compliance with TSF Policy</li> <li>• Coordinate biannual OH&amp;S checks for Darwin office</li> </ul>
<p><b>Major Area: Internal Customer Service</b> <span style="float: right;"><b>% of Job Total: 15%</b></span></p>
<p>Community Fundraising Team</p> <ul style="list-style-type: none"> <li>• Ensure all donations are receipted and appropriate forms completed and forwarded to National Office in accordance with TSF audit requirements.</li> <li>• Assist Office Manager with written correspondence including assisting with mail outs to donors or other external stakeholders, ensuring professional presentation.</li> </ul>
<p>Meetings, Functions and Events</p> <ul style="list-style-type: none"> <li>• Organise catering and other requirements for visits and other functions as required.</li> </ul>
<p>Travel &amp; Accommodation Bookings</p> <ul style="list-style-type: none"> <li>• Make travel and accommodation bookings for staff as requested, ensuring correct forms and completed and authorised, in accordance with TSF Travel policy.</li> </ul>
<p>Community Programs Teams</p> <ul style="list-style-type: none"> <li>• Administrative tasks as directed by the Office Manager.</li> </ul>
<p>Team Leaders</p> <ul style="list-style-type: none"> <li>• Compiling OH&amp;S reports.</li> </ul>
<p>Special Projects</p> <ul style="list-style-type: none"> <li>• Assist with any special project as needed (i.e. events and Toy &amp; Book appeal).</li> </ul>
<p><b>Major Area: External Customer and Client Service</b> <span style="float: right;"><b>% of Job Total: 5%</b></span></p>
<p>Reception</p> <ul style="list-style-type: none"> <li>• Messages are checked every morning and regularly throughout the day.</li> <li>• All stakeholders are consistently handled in a professional and polite manner.</li> <li>• Switchboard is directed to night service as required.</li> <li>• Reception stock -marketing booklets, sign-in sheets, etc are maintained.</li> <li>• Reception area is to be kept tidy at all times.</li> <li>• Outgoing mail is prepared daily in accordance with Australia Post requirements</li> </ul>
<p>Office Environment</p> <ul style="list-style-type: none"> <li>• Couriers are arranged and receipted efficiently.</li> <li>• Internal telephone directories are current and distributed to staff in a timely manner.</li> <li>• Incoming mail is distributed to staff in a timely manner on a daily basis.</li> <li>• Design and record procedures or processes for a Reception Manual.</li> </ul>
<p><b>Major Area: Team Participation</b> <span style="float: right;"><b>% of Job Total: 5%</b></span></p>
<p>Team Unity</p> <ul style="list-style-type: none"> <li>• Pro-actively pursues tasks to completion and responds quickly to a problem when it arises</li> <li>• Ability and willingness to learn and apply new technology and processes</li> <li>• Prepares and presents accurate work</li> <li>• Provides and responds constructively to feedback</li> <li>• Ownership and responsibility taken for appropriate tasks</li> <li>• Manage workload effectively by planning, prioritising and adopting flexible work practices</li> <li>• Participating in weekly CS Team meetings</li> <li>• Provide feedback on procedures/alternative to current practice for more efficient outcomes.</li> </ul>

**Key Challenges in Achieving Goal(s):** *(What are the key challenges faced by this role in meeting goals/objectives)*

- 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:** *(What background, knowledge, experience or competencies are required to perform the role at the expected level?)*

	<b>Essential</b>	<b>Desirable</b>
<b>Education / Qualifications / Memberships:</b>	<ul style="list-style-type: none"> <li>• Minimum 3 years in administration and/or general office roles</li> <li>• Certificate IV or equivalent in Administration</li> </ul>	
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Experience in basic financial accounting and administrative processes</li> <li>• Intermediate or advanced user of Windows based programs including; Outlook, Word and Excel</li> </ul>	<ul style="list-style-type: none"> <li>• User of other related computer programs</li> <li>• IT experience would be highly desirable</li> </ul>
<b>Competencies:</b>	<ul style="list-style-type: none"> <li>• Demonstrated skills in organising, prioritising and completing tasks within an environment of competing priorities</li> <li>• Well-developed written and oral skills</li> <li>• Ability to use tact and diplomacy, especially when dealing with distraught families or members of the public</li> <li>• High level of comprehension skills</li> <li>• Communication skills</li> <li>• A professional, positive and approachable team member</li> <li>• Committed to working in an inclusive manner</li> <li>• Aligned to the values of The Smith Family</li> <li>• A flexible and willing attitude to embracing change and undertaking new challenges</li> <li>• Task orientated</li> <li>• Understanding, helpfulness and empathy, especially when dealing with distraught families or members of the public</li> </ul>	