

Australian Council of Social Service

Position Description

Title of Position	Administration Assistant
Responsible to	Director of Development and Operations
Term	Permanent
Link to 5year Impact Strategy	Our Enablers
Salary	ACOSS Enterprise Agreement Level 2 (2.1-2.4) (\$73,787 - \$79,460) Plus superannuation, leave loading and above award conditions <i>*ACOSS pay tables are indexed annually at the greater of 1.5% or any increase to the SCHADS Award</i>
Hours	Full time / 73.5hrs (fortnight)
Location	Sydney

Organisational Overview

The Australian Council of Social Service is a national advocate for people affected by poverty, disadvantage and inequality, and the peak body for community services nationally.

Position Overview

The Administrative Assistant works under general guidance to provide administrative and coordination support to ensure the efficient operation of the office and support organisational priorities.

Key Responsibilities

- Provide administrative and coordination support to organisational activities, including meetings, events, projects, internal communications, and team engagement and staff culture initiatives.
- Coordinate reception services, including responding to phone and email enquiries, providing information and directing requests appropriately to support positive engagement with members of the public, ACOSS members, partners and stakeholders.

- Support membership, donor and stakeholder administration processes, including maintaining records, preparing communications and assisting with engagement activities.
- Maintain organisational records, policy documents, databases and filing systems to support effective information management, reporting and operations.
- Assist with office administration, including purchasing and coordination with suppliers and contractors, to support the smooth running of the workplace.
- Assist senior staff and teams with organisational projects, reporting and other activities as required.
- Additional tasks as reasonably required and in accordance with ACOSS Enterprise Agreement

Selection Criteria

Essential

1. A minimum of 2 years performing high standard of clerical and administrative duties
2. Sound written and verbal communication skills
3. Sound technical and computer skills including intermediate Microsoft Office
4. Attention to details
5. Demonstrated ability to manage time and organise and plan own work
6. Demonstrated commitment to the work of ACOSS

Desirable

1. Lived experience of poverty and or inequality.
2. Understanding of community services and the not-for-profit sector, including communicating with people with multiple needs in a challenging environment
3. Experience using a CRM system
4. Qualifications in Business Administration or field of study relevant to the work of ACOSS

Organisational and Human Relationships

Reports to:	Director of Development and Operations
Direct Reports:	n.a.
Works closely with:	Operations Team