


	Position Title: Administrative Officer	Team: Administrative Operations	  
	Band: A	Salary: Stream 5, Level 3	Date: June 2026

OUR VISION AND PURPOSE	ROLE CONTEXT
<p>We believe children, young people and families should be safe, thriving and hopeful.</p> <p>Our Vision for 2026: Together we will courageously change lives and reimagine service systems.</p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people, and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p>We look forward to working with our staff, carers, partners, supporters, and government, to ensure children, young people and their families can create the future they imagine for themselves.</p>	<p>The Administrative Officer will support the operation of the Administrative Operations team and act as a point of contact for all employees, providing support and managing their queries.</p> <p>The Administrative Officer is a member of the Office Administration Team, consisting of the Senior Manager, Senior Admin Officers and Administrative Officers.</p> <p>Occasionally the Administration Officer will interact with clients who have experienced considerable trauma and may exhibit challenging behaviour.</p> <p>The Administrative Officer shares in the responsibility of all staff to ensure that everyone who has contact with Berry Street, whether that is via telephone or in person, is treated in a courteous, respectful and efficient manner.</p>
<p>OUR VALUES</p> <p>We expect all staff to apply these Values in all aspects of their work.</p> <p>Courage: to never give up, maintain hope and advocate for a ‘fair go’</p> <p>Integrity: to be true to our word</p> <p>Respect: to acknowledge each person’s culture, traditions, identity, rights, needs and aspirations</p> <p>Accountability: to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p> <p>Working Together: to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.</p> <p>Berry Street is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children.</p>	<p>PRIMARY OBJECTIVES OF THE ROLE</p> <p>The primary objectives of the role are to:</p> <ul style="list-style-type: none"> • Support the reception function to manage phone calls and greet visitors to the office. • Provide business, administrative and finance support to the Northern region as directed. • Conduct activities such data entry, database management, invoice processing, document formatting and general administrative tasks. <p>REPORTING RELATIONSHIPS</p> <p>This role is based at our Preston Office on Wurundjeri Country.</p> <p>This role reports to the Senior Administrative Officer who will provide supervision and review.</p>

EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Code of Conduct, which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement.
- Raise all health, safety, and wellbeing issues or concerns with managers, observe all safe work procedures and instructions, and take reasonable care for their own safety and for the safety of work colleagues by always operating in a safe and appropriate manner.
- Participate in regular supervision, performance planning and review processes and probationary reviews.
- Complete mandatory training within designated timeframes.
- Berry Street Yooralla is committed to service delivery that prioritises and celebrates diversity and inclusion. Every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality, or religion.
- Berry Street Yooralla is committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify as LGBTIQ+.

KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE

- Demonstrated ability to communicate exceptionally at all levels both verbally and in writing with a high degree of professionalism and sensitivity.
- Strong interpersonal skills including the ability to work well in a team contributing to team outcomes within regional setting and across the organisation.
- High level of administrative skills including task and time management, organisational skills with the ability to manage multiple tasks concurrently and a proven ability to coordinate workflows and meeting deadlines without compromising standards of service and quality.
- Demonstrated ability to manage stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.
- Experience with databases and varied systems, ensuring accurate and confidential information is maintained.
- Proficiency in Microsoft Office applications and ability to touch type accurately and at a reasonable speed and produce high quality work.
- Identify and share ideas for improvement with the team to increase effectiveness of how we work collectively and individually and take responsibility for own work and actions.
- Ability to work positively and effectively with others, through actively participating in team meetings and supporting colleagues with a range of requests or inquiries.
- Ability to plan and organise work and be self-directed and work autonomously and with others as required.
- Ability to identify and support opportunities to foster an inclusive environment for all.

QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • Experience in administration, or vocational training in Admin (such as a Cert IV/ Diploma in Business Admin or above). • Demonstrated experience in providing high quality business operations and administrative support. • Staff must hold a valid WWCC and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances. 	<ul style="list-style-type: none"> • Experience working in a Not-For-Profit/Community Services setting is desirable, but not essential.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • Provide an efficient, friendly, and professional service to all customers (both internal and external). • Manage incoming calls, emails and facsimiles, respond to enquiries in a timely and professional manner. • Greet visitors to the office and ensure people sign in as per the Berry Street policy. • Provide a friendly, welcoming experience at reception and keep waiting areas tidy and clean and promote a culturally inclusive environment. • Coordinate site opening, closing and security procedures as required. • Support other regions with phone calls as required. • Coordinate visitor security swipes and report any missing to the Senior Administrative Officer. • Maintain Berry Street program and organisational displays in reception and waiting area. • Assist with and ensure that appropriate referrals of clients are made to Berry Street Yooralla staff or other agencies as required. • Direct any feedback and complaints to relevant manager or via ERIN.
Administrative and Business Operations support	<ul style="list-style-type: none"> • Responsible for all purchasing across the region, this includes furniture, equipment, office supplies, gift cards and Berry Street Yooralla branding materials. • Manage purchase orders and supplier invoices in Exflow. • Maintain stock of office supplies, amenities and postage item in the office. • Assisting programs with financial systems and reconcile Berry Street credit cards via Flexipurchase. • Manage accurate and up to date records via the administrative team databases. • Support creation of electronic client files in accordance with Berry Street Policies and Procedures and Privacy legislation. • Action property maintenance job requests for out of home care properties via DFFH and Berry Street Yooralla contractors. • Provide staff with assistance for pool car bookings, car space bookings, desk and room bookings. • Coordinate servicing and car washing for pool vehicles and conduct regular vehicle inspections. • Action and file completed vehicle inspection checks from residential care homes. • Coordinate incoming and outgoing mail daily and direct all deliveries to the office to level 1. • Place and coordinate catering orders for training or meetings as requested.

	<ul style="list-style-type: none"> • Format documents according to brand style guidelines. • Book accommodation and flights for staff in accordance with Berry Street’s Travel and Accommodation Policy. • Actively participate and contribute to regional administrative team meetings. • Actively support and participate in the planning and objectives of office meetings and events, including providing secretariat support. • Arrange maintenance of photocopiers and ensure adequate supplies of consumables are maintained. • Coordinate incoming donations across the organisation in consultation with the Senior Manager Administrative Operations. • Provide basic IT support to staff within the site and direct other problems to the Help Desk. • Maintain a safe, secure, and pleasant work environment.
Teamwork	<ul style="list-style-type: none"> • Ensure constructive and collaborative relationships are developed and maintained with customers, service users and key internal and external stakeholders associated with the Northern region. • Ability to support and promote a positive team culture of collaboration and respect to ensure the workplace remains a safe environment. • Participate in development opportunities as these are learning opportunities to assist self and colleagues. • Contribute to the development of systems and processes to develop, implement, and monitor work functions in Trello. • Work collaboratively with colleagues in the Northern region to improve processes and find solutions to challenges when they arise.
Self and Organisation Development	<ul style="list-style-type: none"> • Participate actively in supervision. The Berry Street model of supervision encompasses management, support, development, and mediation. • Engage in workplace organisation training and initiatives of the organisation.
Confidentiality/Privacy	<ul style="list-style-type: none"> • Maintain confidentiality in all circumstances in accordance with Berry Street Policies and Procedures and Privacy legislation.
Other	<ul style="list-style-type: none"> • Other duties as required.



INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Client Facing and Service Delivery	Work with clients who may have a physical, psychiatric or sensory disability.	Not Applicable
	Interact with clients and members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Not Applicable
	Work with complex clients which may expose you either directly or vicariously to emotionally challenging concepts such as self-harm, trauma, illegal activity and/or violence.	Not Applicable
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Not Applicable
	Work in a client's home or their family home alone and/or with others.	Not Applicable
	Represent, advocate and cooperate with legal processes which may include attendance to court.	Not Applicable
Work Environment	Manage demanding and changing workloads and competing priorities.	Regular
	Work in different geographic locations.	Occasional
	Be exposed to all outdoor weather conditions.	Not Applicable
	Work via computer from home as required.	Not Applicable
	Work office hours with the possibility of extended hours. Flexible arrangements by agreement.	Occasional
	Work rostered hours with the possibility of overtime.	Not Applicable
	Work on-call after hours.	Not Applicable
	Work in an open plan office with no assigned desk.	Daily
	Work in buildings which may require the use of stairs or elevators.	Daily
	Sit at a computer or in meetings/meeting rooms via video conference facilities or in person for extended periods.	Occasional
	Work in a client's home or their family home alone and/or with others.	Not Applicable
	Work in educational or community facilities.	Not Applicable
	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Not Applicable
	Undertake training and professional development activities both internal and external to the organisation.	Occasional
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, data entry, writing reports, case notes/plans and client records. Manage resources and budgets. Research and analyse information and data.	Daily
	Use technology including computers, photocopiers, telephones including mobiles, fax, projectors, televisions, video conference facilities and electronic whiteboards.	Daily