

## Position Description

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<b>Position Title</b>	Business Support Officer
<b>Program or Department Name</b>	Business Support
<b>Reports to (Position Title)</b>	Business Support Lead
<b>Program Locations</b>	<b>Dandenong</b> – Monday <b>Frankston</b> – Thursday and Friday
<b>Award Classification</b>	SCHCADS 3.4
<b>Employment Type</b>	Part-Time 12 Month Fixed Term Contract

## OzChild

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Founded in 1851, OzChild support vulnerable children and young people by providing healing, preventing abuse and neglect, and strengthening families.

It is our goal to see that all children and young people are safe, respected, and nurtured to reach their full potential.

## Child Safety

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We are committed to protecting children and young people from all forms of abuse, bullying, exploitation, and neglect, and to creating environments in all our programs and services where children are safe and feel safe.

We are committed to listening to children and addressing any concerns they raise with us. OzChild will treat all allegations of child abuse very seriously. We will report all allegations in compliance with incident reporting, mandatory reporting, and reportable conduct requirements.

All OzChild People are required to support this commitment to child safety, and to always behave appropriately towards children.

## Role and Purpose

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The Business Support Officer provides proactive, high-quality administrative and operational support across the Dandenong and Frankston sites.

This role is critical in ensuring the smooth day-to-day functioning of the offices, enabling program teams to focus on delivering positive outcomes for children, young people, and families.

The position works with a moderate level of autonomy, demonstrates initiative, and contributes to continuous improvement of systems and processes.

Key responsibilities encompass a range of administrative functions, including:

**Program-Specific Administrative Tasks:**

- Execute a variety of program-specific administrative tasks that support the unique needs of each program. This may involve maintaining accurate records, assisting with project coordination, and ensuring that documentation is completed in a timely manner.
- Collaborate closely with program staff to understand their requirements and provide tailored support that enhances program delivery and client outcomes.

**General Office Management:**

- Oversee daily office operations to maintain an organized and efficient work environment. This includes managing office supplies, coordinating maintenance and repairs, and ensuring that the workspace is conducive to productivity.
- Facilitate effective communication within the office and serve as a point of contact for internal and external stakeholders, fostering a professional and welcoming atmosphere.

**Financial Administration Support:**

- Provide comprehensive financial administration support, which may include processing invoices, managing budgets, tracking expenses, and assisting with financial reporting.
- Ensure that all financial transactions are recorded accurately and adhere to organisational policies and compliance standards, thereby supporting the financial integrity of the programs.

**Vehicle Fleet Management Support:**

- Assist in the management of the vehicle fleet, which includes coordinating vehicle maintenance, tracking usage, regular cleaning and ensuring that all vehicles are compliant with safety and regulatory standards.

## The OzChild Way

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In doing so, the position will support the OzChild Way behaviours and accountabilities as follows:

**We deliver evidence-based services:** Utilise your professional knowledge and skills to monitor, review, develop and maintain policy, procedure, practices and guidelines that supports the accurate and timely completion of processes and reporting to support our Service Delivery and Program Teams.

**Our customers determine our success:** Support and continually develop and enhance networks within OzChild and the capability of our Service Delivery and Program Teams to support the effective delivery of high-quality services to children and young people, their families and to carers/volunteers.

**We deliver innovative solutions:** Engage others in the development of functional plans, tactics and activities to support innovation in services and achieve the desired outcomes articulated in the OzChild Strategic Plan.

**We set each other up for success:** Support collaboration with internal and external stakeholders and directly support your team and the Service Delivery and Program Teams by providing the necessary guidance, development, and tools for people to achieve success in their roles.

**I learn, adapt, grow, and embrace my cultural competence:** Demonstrate a willingness and energy for personal learning, adapt to and embrace change, and develop your cultural competence.

## Position Specific Responsibilities

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The Business Support Officer provides proactive, high-quality administrative and operational support to program teams at the Dandenong and Frankston offices. This is a fixed term position for a period of 12 months. This role is responsible for ensuring the efficient day-to-day functioning of the site, delivering excellent customer service, and supporting staff through effective coordination, communication, and systems management.

### **Work Location and Travel:**

- This role is based across Dandenong and Frankston
- Regular travel between sites is required
- 12 Month Fixed Term Contract

### **Administrative Support:**

- Provide timely, accurate, and high-quality administrative support to various programs.
- Collaborate with program service staff to identify their support needs and address them proactively.

### **Customer Service:**

- Deliver exceptional face-to-face customer service, maintaining professionalism and courtesy at all times.
- Act as the first point of contact for internal and external stakeholders.

### **Office Management:**

- Ensure the office environment and facilities are well-maintained and monitored regularly for any maintenance needs.
- Manage inventory of program materials and office supplies to ensure availability.

### **Mail Management:**

- Oversee the management of a PO Box, handling all incoming and outgoing mail efficiently.

### **Event Planning:**

- Organise and schedule program events, including booking venues, catering, minuting meetings, and coordinating travel and accommodation for staff.

### **Staff Onboarding and Training:**

- Assist with the onboarding process for new employees, ensuring they receive comprehensive site-based induction and training.
- Conduct ongoing training sessions to enhance staff skills, particularly in technology usage.

### **Data Management:**

- Access and manage systems to enter and retrieve data, statistics, and other relevant information to support program activities.
- Monitor program and business support email inboxes to ensure timely responses.

**Technical Support:**

- Provide assistance with the use of software databases and onsite technology equipment, including video conferencing tools and printers.

**Reporting and Documentation:**

- Develop and edit reports and presentations as requested for both routine and ad-hoc needs.
- Support document management and assist in project research and implementation tasks.

**Financial Support:**

- Contribute to financial activities such as:
- Purchasing necessary items for clients and families.
- Tracking and reporting on funding versus expenditure.
- Processing petty cash and assisting staff with finance reimbursements.
- Performing credit card reconciliations and database entry for financial records.

**Continuous Improvement:**

- Monitor and evaluate administrative practices and systems to identify opportunities for improvement and ensure optimal resource use.
- Contribute to the development and implementation of enhanced workplace methods, practices, quality standards, and productivity.
- Be a part of or run projects to provide the organisation with efficiencies and streamlining processes.

**User Guidance:**

- Maintain and update program user guides and instructions to facilitate staff understanding of systems and processes.

**Audit Preparation:**

- Assist with internal auditing of files and preparation for external audits to ensure compliance and quality standards are met.

**Quality Assurance:**

- Ensure program requests are processed within established timeframes and meet quality expectations.

**Additional Duties:**

- Any additional responsibilities as required.

## Qualifications

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**Essential**

- **Experience:** Proven experience in an administrative role, preferably within a non-profit or community services environment.
- **Proficiency in Microsoft Office Suite:** Intermediate to advanced skills in Microsoft Office

applications (Word, Excel, PowerPoint, Teams, OneNote, Outlook) to perform administrative tasks effectively.

### **Desirable**

- **Educational Background:** A relevant qualification in business administration, management, or a related field is preferred.

## **Skills and Experience**

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### **Communication and Interpersonal Skills**

- Demonstrated high-level verbal and written communication skills.
- Ability to confidently participate in meetings and contribute ideas.
- Strong interpersonal skills with the ability to build and maintain effective working relationships with internal and external stakeholders.
- Ability to adapt communication style to suit different audiences and resolve issues effectively.

### **Organisational Skills**

- Strong organisational and time management skills, with the ability to manage competing priorities and meet deadlines.
- Proven ability to coordinate multiple tasks in a fast-paced environment while maintaining accuracy and attention to detail.

### **Office Administration Experience**

- Proven experience providing administrative support within a busy office environment.
- Demonstrated ability to support day-to-day operations and maintain an organised, efficient workspace.
- Sound knowledge of office systems, processes, and administrative best practices.

### **Microsoft Office Proficiency**

- Advanced proficiency in Microsoft Office applications, including Word, Excel, and PowerPoint.
- Experience producing high-quality reports, presentations, and documentation.

### **Documentation and User Guides**

- Experience developing and maintaining user guides, procedures, and supporting documentation.
- Ability to present complex information clearly and concisely.

### **Data Management and Reporting**

- Experience working with data systems to input, manage, and extract information.
- Ability to generate reports and use data to support decision-making and program delivery.

### **Initiative and Adaptability**

- Demonstrated ability to work proactively, showing initiative and sound judgement.
- Flexible and adaptable, with the ability to respond to changing priorities and workloads.

### **Teamwork and Autonomy**

- Ability to work both independently and collaboratively within a team environment.
- Takes ownership of tasks while contributing positively to team outcomes.

### **Confidentiality and Integrity**

- Demonstrated ability to handle sensitive information with discretion and maintain confidentiality at all times.

- Strong commitment to ethical practice and organisational standards.

#### **Learning and Development**

- Willingness to learn new systems and processes.
- Commitment to continuous improvement and professional development.

#### **Financial Administration**

- Experience supporting financial processes, including expenditure tracking, reconciliations, and reimbursements.
- Familiarity with financial systems and processes is highly regarded.

## **Screening and Licences**

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- OzChild conduct interviews, reference checks, and ensure the completion of satisfactory safety screening including National / International Police Check and Working with Children Checks relevant to the State or Territory that employment and undertaking of position occurs.
- Must be able to drive, provide and maintain a valid Drivers' License and have access to reliable transportation.

## **Mandatory Training**

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- All employees of OzChild are required to complete Mandatory Training and Program Specific training upon commencement of employment and complete refresher training as required.

## **Your Organisational Responsibilities**

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- Be familiar with and comply with OzChild's Code of Conduct, policies, procedures and work instructions.
- Participate in and complete all mandatory training and participate in other training and development opportunities to ensure they have the necessary qualifications, skills, certificates and clearances to meet the requirements of their position
- Maintain privacy, confidentiality and professional boundaries at all times.
- Represent OzChild positively with internal and external stakeholders.
- Demonstrate commitment to diversity, respect differences and foster an environment and relationships that are safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination
- Contribute to continuous improvement and service accountability initiatives.
- Travel between office locations maybe required.

## Your Safety and Wellbeing Responsibilities

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All staff have an important part to play and responsible for ensuring they prioritise, protect, and improve the Safety and Wellbeing of themselves and others and prevent physical or psychological harm to people and damage to the natural environment or property resulting from our work-related activities; including but not limited to:

- Understanding and applying in your day-to-day work OzChild’s safety and wellbeing policies, procedures, safe work practices and guidelines.
- Demonstrate commitment to safety and wellbeing of all.
- Participate in the resolution of safety issues within their program and wider organisation.
- Report all work health and safety breaches, hazards, and incidents, and assist with actions to reduce and eliminate risks Investigate all Incidents and/or Hazards within their program or area of responsibility.
- Report any work related or non-work-related injury or illness.
- Participate in any required health and safety training.

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## Employee Acknowledgement

I confirm by my signature my understanding of this Position Description and reflects the primary functions of this position and should not be construed as an exhaustive list of all duties. The duties and Positions Primary Responsibilities may be altered including additional duties delegated from time to time without changing the roles level of responsibility.

I have read and understood the position description.

Name	Signature	Date