

Position description

Title	Site Administrator
Reports to	Administration Team Leader
Classification & Salary	SCHADS Level 4.1 (plus super and salary packaging)
Employment Status	Fixed Term .7FTE until November 2026
Primary Location	Keilor Downs
Date	June 2026

Good Shepherd Australia New Zealand (GSANZ)

Our strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Role Purpose

The Site Administrator plays a critical role in ensuring the smooth operation of Good Shepherd's Brimbank office. The Site Admin provides support to programs and teams which operate service delivery. Services operating at the site include Family Violence, Family Services and Financial Counselling. In addition, the Site Admin assists with the smooth day-to-day running of the site. The role provides high level administration assistance, project support and facilities management.

Responsibilities include being the first point of contact for families, young people, children, and referrers seeking to access support from Good Shepherd services; providing support to projects, programs, and resources; and taking responsibility for coordination of key program information.

This role will have direct contact with families, young people, and children. In providing support to the community, the Site Admin will take a trauma-informed approach and assist them to access the most suitable services. Answering the switchboard professionally and redirecting enquiries appropriately is a key part of the role. It is also important that the Site Admin is capable of redirecting people to alternative organisations if Good Shepherd is not the appropriate service.

Reporting to the Administration Team Leader, this role is based at the Brimbank Good Shepherd Site and will be required to work collaboratively with other Site Administrators and across all Good Shepherd sites.

Key Responsibilities

- To provide cohesive, reception and administrative support that contributes to the efficient running of the site
- Act as the first point of contact at reception and respond to telephone, email, and face to face enquiries, with a high level of professionalism and respect.
- To provide support to site facilities and procurement related issues. This includes, but is not limited to, property and equipment maintenance, fleet vehicles, mobile phones, procurement, and office management.
- Other duties required to maintain the efficient and effective functioning of the reception and administrative area (i.e. ensuring adequate stationery supplies, processing administrative requirements etc.)
- Manage and maintain appropriate filing, record keeping and administrative systems.
- To assist with site related Occupational Health and Safety and related processes and activities
- To work collaboratively with managers, team leaders and other employees to deliver relevant and effective site services.
- To work collaboratively with the central Facilities team to improve facilities management and procurement processes across the network
- To undertake/assist with other local administrative tasks and projects as required
- Support organisational events – program activities such as catering for meetings and training sessions.
- Liaise and collaborate with facilities and procurement to ensure that service delivery needs are met.
- Ad-hoc duties as required

Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
 - Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
 - Maintain a client-centred approach to service delivery at all times
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Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Qualifications, Experience and Mandatory Requirements

- Demonstrated experience in Reception and facilities support function and other resources
- Ability to manage difficult situations
- Strong orientation to achieving service delivery focused solutions
- Exceptional customer service skills
- Excellent communication skills and ability to relate respectfully to all staff and visitors
- Excellent administrative and organisational skills
- A satisfactory Police Check
- A current Employee Working with Children's Check (WWCC)

Key Selection Criteria

1. Demonstrated excellent communication and verbal skills
2. Proven experience in managing competing demands
3. Demonstrated reception/administration experience
4. Experience working in a dynamic environment with a range of people

Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

The above requirements will need to be supplied and verified prior to commencement

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.