



Application Information Package for the job opportunity:

Administration & Finance Officer

Reference Number: 045WASH



Thank you for your interest in this position. This package contains the information you require to apply for the position, including:

- Overview about the Employer
- Job Description
- Position details
- Selection Criteria

Closing Date: Fri 28 Aug 2026

About the employer...

Our client [The Women's Activities and Self Help \(WASH\) House](#) is a community-based information and resource centre for women and has been part of the Blacktown/Mt Druitt community for over 40 years. They provide information and referral, advocacy, capacity building and support services to women.

Their vision:

"We envisage a community in which women exercise equal rights, choose their own destiny and have a safe environment for themselves and their family."

They work towards this by providing information, community development, counselling, support services and group work.

The organisation has been through some change recently and is now ready to move into a new phase of growth and an exciting future and these roles will be critical to their success. Some of the exciting achievements include:

- Supported 300 women already this year.
- Provided a series of engaging community events for women and children.
- Opened a new Hub at Westpoint Blacktown
- Developed a new Corporate partnerships with Ikea, CPB Contractors and Ghella construction

A small and passionate team of 20 with staff working across the Staying Home Leaving Violence, Counselling, Group Work and Case Work, projects and programs as well as financial/administrative staff.

Here's what Lisa from the Staying Home Leaving Violence team says about working here:

"Working at the W.A.S.H House is the most challenging but rewarding job I have ever had. Supporting the women to move forward as a survivor of domestic violence and working with them to create a new way of living for themselves, their children and their families is so fulfilling. It takes so much courage to walk into our service and it's lovely to be able to support the women who do walk in to begin to live a life free from abuse."

Aim

The aim of the W.A.S.H. House is to reduce the impact of poverty, social disadvantage and violence on the lives of women and girls in Mt. Druitt and Blacktown. We do this through the provision of women-centered, quality, appropriate, timely, culturally sensitive and accessible services.

Values

The W.A.S.H. House believes in:

- The provision of high quality and timely services
- The provision of equitable, accessible, affordable and appropriate services
- Mutual respect and enhancing women's options and opportunities

- Collaboration with likeminded services to promote the wellbeing of women in our community
- The provision of culturally appropriate services that reflect the different needs of our clients
- The provision of services that are responsive to the needs of client and are holistic
- The right of women to determine the nature of assistance they seek from us, including the involvement of non-violent male partners in family programs
- The right of women and children to live in a safe environment free from/of violence and discrimination

Objectives

- To provide a drop-in advice and support service to women in crisis
- To provide an information, referral and advice service to the local community
- To provide education, counselling, support and group work to women and girls in the Mt. Druitt district
- To advocate on behalf of clients and issues affecting women in the Mt. Druitt district
- To undertake projects that develop the options and opportunities of the Mt. Druitt community
- To provide free services to women who access our centre and services
- To develop and maintain strong community links through establishing networks within the community
- To facilitate community participation in determining the activities and future directions of the Centre
- To ensure the Centre is managed in the interests of women and children in the Mt. Druitt district

Some of the great benefits provided to employees...

- Boost your take home pay with Salary Packaging
- Enjoy above award leave provisions and team days
- Above Award wages
- Work with a supportive and dynamic Board
- High level of diversity in role
- Be part of an organisation that is well established in the community as a safe place for women to seek assistance, support, learning, counselling, friendship and social activities
- Make a difference in women's lives every day
- Participate in a wide range of fun and informative community events and activities

About the Opportunity...

This role provides practical financial, administrative and operational support that helps keep WASH House running smoothly.

This is a varied role for someone who enjoys being organised, getting the details right and helping others do their jobs effectively. One day you might be processing invoices and preparing information for the external bookkeeper; the next you could be coordinating a meeting, arranging travel, assisting with recruitment administration or finding a better way to manage an internal process.

You'll be part of the team that helps make sure the systems behind WASH House's important work are accurate, efficient and dependable.

Position Details...

Status:	Full-Time
Hours per week:	35hrs per week in total
Days of work:	Monday - Friday
Start/finish times:	Either: 8.30am – 4pm; or 9am-4.30pm
Award Coverage:	Salary and conditions of employment will be as described in the NSW SCHADS Award
Salary:	Salary classified at Level 4 (pay point determined upon experience)
Positions available:	There is 1 vacant position being advertised
Location:	Based in Mount Druitt, NSW
Direct reports:	NIL

Probationary Period...

A six-month probationary period applies to all positions at this employer from the date of appointment. A probationary review will be conducted prior to conclusion of this period.

Pre-employment checks required...

The successful applicant will be required to participate in the following as part of the recruitment process:

- Right to Work in Australia
- Criminal Background Check

Salary Packaging...

This employer has been endorsed as a Public Benevolent Institute (PBI). As such, they can offer their employees access to salary packaging benefits. Salary packaging offers significant tax benefits which present an opportunity for you to increase your take home pay by allowing you to take part of your income as a tax-free benefit. Salary packaging is completely voluntary but if you choose to utilise this, it can decrease your taxable income and therefore tax paid, increasing the amount you take home each pay period.

Child Related Employment...

This role is classified as child related employment and as such, the successful applicant will be required to provide a copy of current clearance of a paid employment type NSW Working with Children (WWC) check (under the Child Protection (Working with Children) Act 2012). A copy of the letter you received from the Office of the Children's Guardian confirming your identity, your NSW WWC check number and expiry date is suitable.

If you don't currently hold a NSW WWC check, you do not need to gain this prior to applying for this job. Please accept this as advanced notice that should you progress through the recruitment process as far as to being offered the role, you would need to agree to apply for a check without delay as it can take up to 4 weeks to process. Fees involved are generally tax deductible.

However, if you currently hold a WWC check from another state or you hold a volunteer type NSW WWC, legislation does allow for you to start in the role assuming you apply to transfer to a new paid employment check within 3 months. So again, please note you do not need to gain this prior to applying for this job.

For more information, please visit the [Office of the Children's Guardian website](#)

Recruitment process...

- You may be invited to initially participate in a brief telephone interview with us to discuss your application further and your suitability for the role
- Short listing of applicants for interview and notification is normally completed within a one to two-week period. Likewise, unsuccessful applications will be notified in this timeframe also

Administration and Finance Officer

Job Description

Position Title:	Administration and Finance Officer
Reports To:	Administration and Business Support Coordinator
Salary Range:	SCHADS Level 4 (salary sacrifice and above award conditions apply)
Hours:	Full-time position (70 hours per fortnight)
Term:	Permanent Employment

Being a woman is a genuine occupational qualification for this position under section 31 of the Anti-Discrimination Act 1977 (NSW).

About the Role:

WASH House is a community-based resource centre for women in the Blacktown LGA operating for over 40 years. Over this time, the WASH House has grown and evolved to run a range of programs including Staying Home Leaving Violence, counselling, community engagement and development, events and forums, and information and referral services. Our mission is to reduce the impact of poverty, social disadvantage and violence on the lives of women and girls.

WASH House has recently experienced significant organisational growth, expanding its service offerings, workforce, and operational footprint. This growth has included the addition of new programs, increased staffing, multiple work sites, and the extension of services across the Northwest Sydney and Nepean Blue Mountains regions.

As the organisation continues to grow, there is an increasing need for dedicated business and operational support to strengthen organisational systems, streamline business processes, and ensure consistent governance across all locations. The role has been established to provide high-quality administrative, financial and operational support to strengthen organisational systems, improve business processes and support the effective delivery of services across all locations.

About the Role:

The Administration and Finance Officer provides high-quality administrative, financial and business support to ensure the effective day-to-day operations of the organisation.

Working closely with the Administration and Business Support Coordinator, the role is responsible for processing financial documentation, coordinating office administration, supporting procurement and supplier management, preparing information for external bookkeeping, and providing administrative support to managers and operational teams.

The position also assists with recruitment administration, meeting coordination, travel arrangements, data management and reporting, contributing to efficient business operations and continuous improvement across the organisation.

Responsible For:

Providing comprehensive administrative, financial and operational support, including:

- Providing comprehensive business support, financial administration and operational coordination, including:
- Processing financial transactions, including purchase orders, invoices, payment requests and supporting documentation.
- Preparing and maintaining accurate financial records and information for external bookkeeping and reporting requirements.
- Managing staff expense reimbursements and corporate credit card administration processes.
- Coordinating general office administration and responding to staff enquiries to support efficient daily operations.
- Coordinating meetings, including preparation of agendas, minute taking, action tracking and distribution of meeting outcomes.
- Organisation of travel and accommodation arrangements in accordance with organisational procedures and approvals.
- Maintaining accurate records, databases and reporting systems through data entry and information management.
- Supporting supplier management, procurement activities and purchasing processes to ensure compliance and value for money.
- Providing administrative support to managers, leaders and operational teams across the organisation.
- Supporting recruitment and onboarding activities, including interview coordination, documentation preparation and maintaining recruitment records.
- Assisting with organisational compliance requirements, including maintaining documentation, registers and reporting information as required.
- Supporting the administration and maintenance of organisational systems, including user access, data accuracy and process improvements.
- Assisting with governance activities, audits and organisational reviews through the preparation of required documentation and information.

Key Result Areas:

- Effective financial administration and business support.
- Accurate and timely processing of financial documentation.
- Efficient office administration and organisational support.
- High quality customer service and professional communication.
- Continuous improvement of administrative and financial processes.
- Strong teamwork and collaborative working relationships.

- Compliance with organisational policies, procedures and legislative requirements.

Description of duties:

Financial Administration & Procurement

- Process purchase orders, invoices, payment requests and financial documentation in accordance with organisational policies, procedures and delegated financial authorities.
- Review invoices and supporting documentation to ensure accuracy, completeness and appropriate approvals prior to processing.
- Prepare and collate financial documentation and reports for the external bookkeeper, ensuring information is accurate, organised and provided within required timeframes.
- Maintain accurate financial records, including invoices, receipts, purchase orders, expense documentation and supporting financial records.
- Process staff expense reimbursements and maintain accurate records of employee reimbursements.
- Coordinate corporate credit card administration, including reconciliation of transactions, collection of supporting documentation and compliance with organisational requirements.
- Assist with supplier management, including responding to supplier enquiries, maintaining supplier records and supporting positive working relationships with external providers.
- Support procurement activities, including obtaining quotes, processing purchasing documentation and ensuring value-for-money purchasing decisions.
- Maintain financial filing systems, ensuring records are securely stored, easily accessible and compliant with record keeping requirements.
- Assist with financial reporting, data entry and preparation of information required for budgeting, audits or management reporting.
- Contribute to improvements in financial administration processes, systems and workflows to support efficiency and accuracy.

Operations & Administrative Support

- Provide day-to-day administrative support to managers, operational teams and employees across the organisation.
- Respond to general staff enquiries and provide timely assistance, guidance and administrative support.
- Coordinate meetings including preparing agendas, organising meeting materials, recording minutes, distributing outcomes and maintaining action registers where required.
- Coordinate travel arrangements including flights, accommodation and related bookings in accordance with organisational procedures and approval requirements.
- Maintain accurate electronic and hard copy records, databases and filing systems to ensure information is current, secure and accessible.
- Undertake data entry, information management and reporting activities to support operational decision-making and organisational requirements.
- Prepare correspondence, reports, documents and administrative materials as required.
- Provide recruitment administration support including advertising assistance, scheduling interviews, preparing recruitment documentation, maintaining recruitment records and supporting onboarding activities.
- Assist with employment documentation, personnel records and HR administration processes as required.
- Assist with employee onboarding processes including preparing documentation, coordinating system access and maintaining accurate employment records.
- Support office operations including maintaining office supplies, coordinating workplace requirements and assisting with general facilities administration.
- Assist with organisational projects, process improvements and implementation of new administrative systems.

- Provide professional and confidential administrative support while handling sensitive organisational, employee and financial information.
- Build and maintain positive working relationships with employees, suppliers, service providers and external stakeholders.
- Undertake other duties consistent with the role as directed by the Administration and Business Support Coordinator.

Work Health and Safety (WHS):

- Promote and contribute to a safe and healthy workplace by ensuring work practices align with relevant legislation, regulatory requirements, and WASH House policies and procedures.
- Take reasonable care for personal health and safety, as well as the health and safety of colleagues, clients, contractors, and visitors, particularly when working in high-risk or crisis environments.
- Identify, assess, and report workplace hazards, risks, incidents, and near misses in accordance with organisational procedures.
- Participate in WHS risk assessments, reviews, inspections, consultation processes, and continuous improvement activities.
- Support the WHS Committee by contributing to the review and improvement of workplace practices, workflows, processes, communication strategies, and safety initiatives.
- Assist in implementing WHS actions, recommendations, and preventative measures to strengthen workplace safety and wellbeing.

Quality Assurance Activities:

- Demonstrate an ongoing commitment to quality improvement through the review of administrative and financial processes.
- Contribute to the development, implementation and review of policies, procedures and business systems.
- Participate in organisational planning, audits and quality assurance activities to support best practice standards.

Organisational Accountabilities:

- Contribute to a workplace culture that reflects trauma-informed, strengths-based and person-centred principles in all interactions with colleagues, clients and external stakeholders.
- Support the delivery of culturally safe, respectful and inclusive services, particularly for Aboriginal and Torres Strait Islander women, children and communities.
- Promote and uphold child-safe and child-aware practices and comply with organisational child protection policies and procedures.
- Be aware of organisational risk management processes and promptly report or escalate any identified risks, incidents or concerns in accordance with organisational policies and procedures.
- Maintain professional boundaries and act with integrity and professionalism in all workplace interactions.
- Maintain strict confidentiality and comply with all privacy, records management and information security requirements, particularly when handling financial, employee and organisational information.

- Maintain a working knowledge of relevant legislation, organisational policies and procedures applicable to the role.
- Comply with Work Health and Safety (WHS), Equal Employment Opportunity (EEO), anti-discrimination and other legislative obligations.
- Disclose and appropriately manage any actual, potential or perceived conflicts of interest.
- Contribute to continuous improvement by identifying opportunities to strengthen administrative systems, financial processes and business support practices.
- Perform other duties, consistent with the position, as directed by the Administration and Business Support Coordinator or other authorised manager.

Teamwork and Collaboration

- Work collaboratively with team members and contribute to a respectful, supportive, and effective workplace
- Demonstrate commitment to the vision, values, and objectives of The WASH House and contribute positively to organisational culture and service delivery
- Treat colleagues with respect, dignity, cultural sensitivity, and professionalism, ensuring a safe, inclusive, and non-judgemental service environment
- Act in a manner that upholds the reputation and integrity of The WASH House
- Participate in supervision, team meetings, and relevant training and professional development activities
- Comply with all organisational policies, procedures, DFV service frameworks, information sharing protocols, and lawful and reasonable directions
- Support the daily operations of the workplace and contribute to its smooth functioning
- Collaborate across teams and contribute to organisational priorities, plans and goals.

Essential skills and knowledge:

- Relevant qualification in business administration, finance or equivalent demonstrated experience.
- Minimum of 3 years' experience in administration and business support roles.
- Experience using accounting software such as Xero, MYOB or similar financial management systems.
- Demonstrated ability to identify process improvements and contribute to the development and implementation of administrative systems and procedures.
- Experience in financial functions including processing purchase orders, invoices, expense reimbursements and financial documentation with a high level of accuracy and attention to detail.
- Ability to prepare and maintain financial records and documentation for external bookkeeping or finance functions.
- Strong alignment with WASH House Vision and values and commitment to advancing organisational goals.
- Commitment to working within a feminist framework and understanding of the issues and needs of the diverse communities served by WASH House.
- Demonstrated experience using Microsoft Office systems, including Microsoft 365, with advanced skills in Excel, Word and Outlook.
- High level organisational and time management skills, with the ability to prioritise work and meet deadlines.
- Understanding of confidentiality requirements and ability to exercise sound judgement when handling sensitive financial and employee information.
- Well-developed written and verbal communication skills, including the ability to prepare accurate reports, correspondence and administrative documentation.
- Demonstrated ability to establish and maintain positive working relationships with colleagues, suppliers, service providers and external stakeholders.
- Experience in supporting recruitment and onboarding processes, including maintaining accurate employment records.
- Demonstrated understanding of procurement processes, supplier management and achieving value for money in procurement activities.
- Knowledge of Work Health and Safety legislation and the ability to identify and manage workplace risks.
- Demonstrated commitment to continuous improvement, quality systems and organisational policies and procedures.

Desirables:

- Experience working within the community services or not-for-profit sector.

How to Apply...

To apply, please send us your resume including details of your previous work history as well as your educational achievements.

But don't leave it there – include a cover letter (either written or video) that tells us a little more about yourself and why you are applying for the position.

You may also be asked to answer some questions about the selection criteria mentioned in the advertisement and you can do that simply by filling out the questionnaire online (hint – if you have answers typed out in a Word document you can simply copy and paste them into the online form when you're ready).

Answering these questions doesn't to be a lengthy process, a few sentences to each is fine. It's all about allowing us a chance to get to know you a little deeper in things that might not be covered specifically in your just your resume.

When you've got these documents ready to go, head over to our website to fill out the online application form:

www.asterhr.com.au

Receipt of your application will be confirmed by email.

Still looking for more information?

If you have any questions or would like to talk a bit more about this job before applying, please call us on (02) 4555 4634 or email jobs@asterhr.com.au

Thank you for your expression of interest regarding this great opportunity.

Good Luck!