

Position Description

Business Support Officer

Kara Family Violence Service

Kara Family Violence Service (Kara FVS) is a specialist family violence service providing crisis support to women and their children experiencing and escaping family violence. Guided by a feminist understanding of family violence, Kara FVS is committed to supporting all women and children impacted by family violence, including those who face additional barriers due to cultural background, disability, age, sexuality, geographic location, or other intersecting factors. Women are encouraged and empowered to make informed decisions and take control of their lives.

Vision

Kara FVS supports women and children to live safely without fear of violence.

Organisational Context

The Business Support Officer delivers business administration, information technology and operational support services that enable Kara Family Violence Service to operate effectively, efficiently and in compliance with legislative, funding and governance requirements. Reporting to the Business Services Manager, the position coordinates a broad range of organisational functions, including administration, business systems, technology resources and operational support services.

Working closely with staff, the IT service provider and other external service providers, the Business Support Officer plays a central role in maintaining the systems, processes and infrastructure that support service delivery across the organisation. The role ensures staff have access to reliable technology, efficient administrative systems and responsive business support services.

Through collaboration, accountability and a commitment to continuous improvement, the Business Support Officer contributes to organisational capability, operational excellence and the achievement of Kara FVS's strategic objectives in supporting women and children experiencing family violence.

Conditions of Employment

Kara FVS holds an exemption under the Equal Opportunity Exemption Act 2010 (Vic). Applications for this position are therefore open to female-identifying candidates only.

Hours of Employment:

- Part time 0.8 FTE (60.80 hours per fortnight) or 0.6 FTE (45.60 hours per fortnight) to be worked over Monday to Thursday.

Reporting to:

- Reports to the Business Services Manager.

Award:

- Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010 - level 4 commensurate with qualifications, and experience.
- Superannuation will be paid according to the Superannuation Guarantee.
- Salary packaging available.
- Purchased leave available after probationary period.

Mandatory requirements:

- Unrestricted Victorian Driver's Licence.
- Current Working with Children Check.
- Successful completion of a Police Record Check and, where required, an International Police Check.
- Verification of qualifications and employment history, including referee checks.
- Successful completion of pre-employment safety screening.
- Commitment to Child Safety and adherence to the Kara FVS Child Safety requirements.
- Eligibility to work in Australia.

Responsibilities and Accountabilities

Information Technology

- Provide IT support to staff, including direct assistance and coordination with the IT service provider.
- Source and deploy approved software and hardware.
- Participate in regular meetings with the IT Consultant and service provider.
- Administer and maintain Kara FVS's SharePoint system, ensuring user permissions and data integrity.
- Oversee administration of LastPass, Survey Monkey and MailChimp.
- Coordinate the administration of other platforms including Apple Business Manager and InTune with the IT service provider.
- Coordinate IT training for staff on key systems, including SharePoint.
- Review hardware lifecycle reports and advise on equipment replacement in collaboration with the Business Services Manager and the IT service provider.
- Collaborate with staff on the development, implementation and continuous improvement of business and information technology systems.

Business Administration

- Coordinate meetings including the preparation of agendas and minutes.
- Prepare, edit and format documents, reports and presentations.
- Respond to email and phone enquiries.
- Provide administrative support for events and training activities.
- Maintain organisational subscriptions, including those sourced through Connecting Up.
- Document and improve administrative procedures and systems.
- Monitor and triage emails in shared inboxes according to protocols.
- Coordinate onboarding of new staff, including IT setup and induction support.

Key Selection Criteria

1. A tertiary qualification in Information Technology, Business Administration or a related discipline, and/or at least three years' experience in a similar role.
2. Demonstrated experience as a SharePoint Administrator and experience using Office 365 in web and app environments.
3. Demonstrated experience in assisting users with IT hardware and software support.
4. Demonstrated experience supporting or managing IT projects, including requirements gathering, stakeholder engagement, user acceptance testing and implementation activities.
5. Demonstrated intermediate level experience in the following systems:
 - LastPass, MailChimp, SurveyMonkey and related admin features (or similar programs)
 - MS Office applications (including Word, Excel, Outlook and Teams)
6. Solutions-focused with excellent attention to detail, organisational, time management and prioritising skills.
7. Demonstrated experience documenting processes and procedures.
8. Excellent customer service skills, with the ability to communicate effectively and professionally with diverse stakeholders and communities.
9. Demonstrated ability to collaborate effectively in a team.

Ethical Responsibilities

- Maintain harmonious relationships with all members of staff.
- Adherence to the Kara FVS Code of Conduct, Policies and Procedures, Direct Services Manual and the Department of Families, Fairness and Housing service standards and funding requirements.
- Treat all client, staff and agency information as strictly confidential.