

Position Description

Position Title:	Administration Assistant
Service/Program:	N/A
Approved By:	Chief Business and Financial Officer
Date Effective:	August 2025

Our Organisation

RAV is a secular, community-based, not-for-profit organisation with more than 75 years' service delivery experience. Our vision is for positive, respectful, safe and fulfilling relationships for all Australians. Our objective is to relieve suffering, distress and helplessness and to enhance physical, social and emotional wellbeing. Our services are for all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. We provide services across metropolitan Melbourne and regional Victoria, through a network of centres, outreach locations and via telephone and telehealth.

Our Values

Inclusiveness, respect, integrity, transparency, accountability, effectiveness, innovation and compassion.

Position Purpose

The purpose of this position is to ensure Relationships Australia Victoria (RAV) provides support to the Manager, Office of the CEO, and the Corporate Services function of Central Office (CO). This will include general administration support for CO departments and managers. Additionally, this role will support front of house and reception duties. This position is covered by the Relationships Australia Victoria Staff Enterprise Agreement (SEA) but otherwise, would be covered by the Social, Community, Home Care and Disability Services Industry Award 2010.

Position Specifications

Line manager	Manager, Office of the CEO
Manages	Nil
Key external liaison	Funding Organisations, RAN, Peak Bodies, Organisational and community network representatives.
<i>Note: Reporting arrangements may change from time to time to meet business requirements</i>	

Position Summary

This role has primary responsibility for assisting the administration team at Central Office.

Key Result Areas (KRAs)

Area	Tasks
General administration	- Scheduling calendar invitations for meetings, confirming attendees/apologies, and liaising with the Chairperson to coordinate requirements. - Draft agendas, take minutes, coordinate action items to ensure participants are prepared for meetings. - Prepare documents, presentations, correspondence, reports within a timely manner. - Co-ordinate travel bookings for managers via our travel agency, in line with RAV's travel policy. This may include flights, accommodation, car hire etc., as required. - Assisting with printing, document collation, binding, filing, and any other admin tasks, as requested. - Undertake additional tasks to support the administrative team to ensure successful outputs, as requested by the Manager, Office of the CEO. - Assist all departments with overflow work, where approved by the Manager, Office of the CEO.
Reception duties	This role will provide part time support for reception coverage, as follows: - Provide an efficient, welcoming first point of contact for visitors to the office. - Provide informed and friendly customer service for telephone enquiries -which includes distributing calls from clients, refers, stakeholders etc. This may include

	undertaking an initial basic assessment of client needs to ensure referral to appropriate RAV services. - Effectively manage email communication by actioning requests appropriately, ensuring written communication remains professional all times. - Miscellaneous office errands i.e. returns of catering trays/platters, tidying kitchen etc. - Organise catering for meetings, where requested by management, ensuring dietary requirements are appropriately catered for. - Managing incoming and outgoing mail, which includes the recording of details in the mail register. - Managing office supplies and restocking as required, including stationery, equipment and grocery orders. - Assist with set up and pack down of meeting rooms. - Organising couriers through our assigned courier companies and provide relevant information to the organiser and receiver. - Process and order booklets for centres and external requests.
Policies procedures and systems	- Comply with policies, procedures and systems as required. - Model the organisation's values and contribute to the workplace culture. - Identify, communicate, report OHS related risks and hazards within the workplace.
Continuous improvement	- Demonstrate commitment to team / centre objectives and strategic priorities. - Identify, develop and support new initiatives, quality, continuous improvement activities to support organisational requirements.
Other	- This position description is not an exhaustive list of responsibilities. - Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position. - You are expected to perform different tasks which fit with your skills, abilities and knowledge, as may be necessary due to business, workplace, service changes.

Key Performance Indicators (KPIs)

- Ability to manage and prioritise administrative tasks efficiently and effectively demonstrating an organised approach to work, and the ability to manage own workload and work independently.
- Ability to work within a small team, to appreciate differences and build collaborative relationships which support the administration and corporate services department.
- Timely and accurate document preparation to support management and a variety of meeting groups.
- Excellent verbal and written communication skills with the ability to communicate to a variety of stakeholders and demonstrate a high level of professionalism.
- Effectively managing telephone and email contact by actioning requests appropriately.
- Ensuring a smooth and efficient office and reception environment by ensuring all processes are completed in a timely manner.

Key Selection Criteria (KSC)

Mandatory KSC:

- Previous experience in a similar capacity or role in a similar organisation or the ability to be a fast learner.
- Proven organisational skills with the ability to prioritise and manage own workload to meet timeframes and job-related expectations.
- Maintaining a high level of discretion and confidentiality.
- Ability to work autonomously within a small team, to appreciate differences and build collaborative relationships which support the administration processes.
- Excellent communication and interpersonal skills.
- Good all-round computer skills and literacy, having used the Microsoft Office suite including Outlook, Word etc.
- Excellent problem solving and decision-making skills, and handling emergency and stressful situations professionally.
- All employees will be required to undertake a National Police Check, International Police Check (if applicable), and have a current Working with Children Check throughout their employment.

Desirable KSC:

- Previous experience working in a culturally and linguistically diverse business environment, demonstrating empathy with the delivery of services.

Position descriptions are regularly reviewed to ensure they meet RAV's needs. These may be changed by general or department managers, and/or the Chief Executive Officer at any time. Current position descriptions are accessible at any time on SharePoint.

We encourage applications from First Nations peoples, people from under-represented culturally and linguistically diverse backgrounds, people from lesbian, gay, bisexual, transgender, intersex, queer, asexual (LGBTIQA+) communities, and people living with disability.



We acknowledge the First Nations and Torres Strait Islander peoples as the Traditional Owners of the lands and waterways of Australia. We support Aboriginal people's right to self-determination and culturally safe services. We recognise the lifelong impacts of childhood trauma. We recognise those who had children taken away from them.