



Position Description

Program or Function name:	Business Support
Role Title:	Business Support Officer
Award Classification: (If relevant)	SCHCADS 3.4
Location:	Blacktown
Reports to:	Business Support Lead

OzChild

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, and reach their full potential.

Child Safety

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 behave appropriately towards children at all times.

Role Purpose Summary

The purpose of the position is to provide effective and efficient administrative business support to OzChild programs and its clients. This includes completing program specific and general administrative tasks; general office management; financial administration support, and vehicle fleet management support as required.

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 Programs.
- **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.
- **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.
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Position Specific Responsibilities

Administrative Support:

- Deliver quality, accurate and timely administrative support to various programs, including data entry and recording meeting minutes.
- Collaborate with program service staff to identify their support needs and address them proactively.

Customer Service:

- Perform face to face, phone, and email customer service duties in an efficient, professional, and courteous manner at all times.
- Act as the first point of contact for internal and external stakeholders

Office Management:

- Ensure that the office environment, reception area and facilities are well maintained and regularly monitored for maintenance.
- Ensure that program material and office supplies are managed and readily available.

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.
- Set up IT equipment for new users where required with assistance of IT Support

Data Management:

- Access systems to enter and obtain data, statistics and relevant information required to support the programs.
- Monitor and action incoming program and business support email inboxes to ensure timely responses

Technical Support:

- Be the first point of contact for assistance with our existing software databases and systems. Assist program staff in the use of onsite technology equipment such as Video Conferencing, printers and other hardware.

Reporting and Documentation:

- Develop and edit reporting and presentations as requested for routine or adhoc needs.
- Support the program in document management and project research or implementation tasks.
- Assist programs with internal auditing of files and preparation for external audits.

Financial Support:

- Provide support to financial activities, which may include:
 - Purchasing items needed for clients and families.
 - Assisting the program in tracking and reporting on available funding against expenditure.
 - Credit Card reconciliations and financial data base entry.

Continuous Improvement:



- Monitor and evaluate administrative practices, systems and procedures to identify best practice and ensure efficient, economical and appropriate use of resources.
- Contribute to and implement improvements to workplace methods, practices, quality and productivity.

User Guidance:

- Maintain and update business support and program user guides or instructions to assist staff in understanding systems and processes.

Additional Duties:

- Any additional responsibilities as required.

Key Job Relationships

Internal

- Program staff
- Volunteers
- Carers
- National Business Support team

External

- Client and families
- Suppliers, tradespersons
- Visitors
- Landlord/agent for rented facilities
- Other external stakeholders

Qualifications

Desirable

- Certificate III in Business Administration

Screening and Licences

- 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' Licence and have access to reliable transportation.

Skills and Experience

- Experience working within an office environment.
- Excellent written and verbal communication, organisational and interpersonal skills including a strong customer focus for internal and external clients.
- Proficiency and experience with using Microsoft Office at an intermediate level.
- Evidence of initiative, flexibility and the self-motivation to follow through on a range of competing tasks and demonstrated ability to prioritise workloads and meet deadlines.
- Ability to work independently and within a team environment.
- Discretion, integrity and ability to maintain confidentiality and privacy.
- Proficiency in operating office reception telephone console via MS Team
- Willingness and ability to learn new skills.

Mandatory Training



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

Organisational Responsibilities

- Demonstrated ability to work as part of, and contribute to, a person-centred team.
- Facilitate good working relationships with all services of OzChild, the clients, their families and other people significant to the client.
- Undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity.
- Attend client, employees related meetings, workshops, conferences and training as required.
- Ensure privacy and confidentiality are upheld at all times.
- Be familiar and comply with OzChild policies, procedures and other work instructions as updated from time to time.
- Represent OzChild and our services in a positive manner at forums, meetings and training with external agencies.
- Assist in the development of continuous improvement and service accountability initiatives as needed.

OzChild People Responsibilities

- Ensure compliance with OzChild's Code of Conduct, policies and procedures, and commitment to cultural awareness and child safety;
- 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;
- 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;
- Embrace and utilise technology and new ways of working to enhance collaboration, effectiveness and outcomes;
- Ensure the safety and well-being of self and other;
- Work together as a team and encourage and support others within their team;
- Speak up, and making it clear when behaviour is unacceptable;
- Support those who are affected by breaches of policy or procedure and encouraging them to take action;
- Raise concerns and or complaints in a constructive manner, including identifying possible solutions.

Safety and Wellbeing Responsibilities

- Assume accountability for safety and wellbeing for self and others;



- Undertake all duties safely and in accordance with applicable policy, procedures and processes;
- Participate in safety and wellbeing consultative forums and contribute ideas to improving safety and wellbeing;
- Where appropriate, participate in workplace safety and wellbeing training, programs and initiatives;
- Report all work health and safety breaches, hazards and incidents, and assist with actions to reduce and eliminate risks.;
- Report any work related or non-work related injury or illness;
- Support return to work programs to facilitate safe and durable return to work for OzChild People, where possible, for both work related and non-work related Health Condition/s.

Responsibilities stated herein reflect the primary functions of this job and should not be construed as an exhaustive list of duties. They may vary or be amended from time to time without changing the roles level of responsibility.

I have read and understood the position description.

Team Member Name:

Team Member Signature:

Date:

[Click here to enter a date.](#)

