**ADMINISTRATION OFFICER**

**Position Description**

**POSITION DESCRIPTION:**

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| --- | --- |
| **Position title:** | **Administration Officer** |
| **Status:** | {INSERT STATUS i.e. casual, part or full time} |
| **Location:** | {INSERT LOCATION} |
| **Classification level:** | SACS Level 3 |
| **Award** | *Social, Community, Home Care and Disability Services Industry Award 2010* |
| **Reporting to:** | {INSERT POSITION TITLE} |
| **Date Approved:** | {INSERT DATE APPROVED} |

# WORKING ENVIRONMENT

### Code of Conduct

All employees must abide by the Organisational Code of Conduct.

### Work Health and Safety:

As an employee, you must be aware of and comply with requirements of the relevant Work Health and Safety legislation and associated regulations. This includes taking responsibility for your own health and safety and that of others in the workplace and complying with the Organisations occupational health and safety policies and procedures.

### Performance Review:

A Performance Review will be conducted using the Organisations Performance Management Process.

# POSITION SUMMARY

An employee in this position is responsible for the day-to-day activities of a project or part of program. They will assist with the development and support of flexible, creative, and responsive community based initiatives for the House’s clients. They will also be responsible for more complex administrative functions.

# HOUSE OBJECTIVES

The purpose of Neighbourhood Houses in Tasmania is to work as community operated organisations building community capacity in socially isolated and disadvantaged local areas or neighbourhoods.

The goals of Neighbourhood Houses are

* Building Community
* Supporting People and their Families
* Enhancing Choices
* Community Led Governance

Neighbourhood Houses must consult and respond to the specific needs of their communities within their own resources and in partnership with other government and non-government agencies and organisations.

The INSERT HOUSE is an independent incorporated association, funded by the Department of Health and Human Services and operates within the framework of the DHHS Neighbourhood House Programme.

# LEVEL OF RESPONSIBILITY

This position is directly responsible to their immediate supervisor for all aspects of program delivery and organisational management whilst at work. The performance of this position is subject to general direction by the immediate supervisor of the relevant program in which the employee is working. The employee is required to undertake a range of activities requiring the exercising of initiative in the application of established work procedures and may require the employee to establish goals/objectives and outcomes for their own particular work program or project.

# SUPERVISION

An employee at this level works under general direction, operates within established routines, methods, standards and procedures and is expected to exercise initiative in the application of established work procedures and is responsible for managing time, planning and organising their own work.

# KEY TASKS AND DUTIES

Sample tasks include, but are not limited to:

* + - * provide secretarial and/or administrative support requiring a high degree of judgment, initiative, confidentiality and sensitivity in the performance of work;
      * assist with or provide a range of records management services, however the responsibility for the records management service would not rest with the employee;
      * supervise a limited number of lower classified employees or volunteers;
      * allow the scope for exercising initiative in the application of established work procedures;
      * provide assistance to senior employees; and
      * where prime responsibility lies in a specialised field undertake at least some of the following:
        + undertake some minor phase of a broad or more complex assignment;
        + perform duties of a specialised nature;
        + provide a range of information services;

*Key Performance Indicators*

* organisational policies and procedures are adhered to;
* completion of tasks evidenced with high degree of accuracy and timeliness;
* evidence of client related concerns having been reported to house Coordinator; and
* evidence of working to documented work timelines.

# QUALIFICATIONS

* entry level for a relevant three year degree—pay point 2;
* entry level for a relevant four year degree—pay point 3;
* associate diploma with relevant experience; or
* relevant certificate with relevant experience; or
* experience attained through previous appointments, services and/or study of an equivalent level of expertise and/or experience to undertake the range of activities required.

# OTHER REQUIREMENTS

* current unrestricted Tasmanian driver’s licence; {DELETE if not necessary}
* required to provide a satisfactory National Police Check and Working with Children Check; and
* provision of a satisfactory pre–employment medical report.

# SELECTION CRITERIA

* demonstrated ability to work ethically and with appropriate levels of confidentiality
* demonstrated experienced in developing and monitoring administrative and financial management systems;
* good organisational, time management skills and the ability to prioritise fluctuating workloads;
* good interpersonal skills including the ability to deal effectively with the local community and colleagues and working with a broad range of people;
* well developed computer skills including a range of different software packages;
* well developed verbal and written skills; and
* demonstrated experience in delivering a high standard of customer service.

# SIGNATURES

**Signed for and on behalf of the Organisation:**

|  |  |  |  |
| --- | --- | --- | --- |
| Name: |  | Signature: |  |
| Position: |  | Date: |  |

**The Employee:**

I acknowledge that my duties and responsibilities are as outlined in this position description. I further acknowledge that my duties may be varied from time to time.

|  |  |  |  |
| --- | --- | --- | --- |
| Name: |  | Signature: |  |
| Position: |  | Date: |  |