**ASSISTANT ADMINISTRATION OFFICER**

**Position Description**

**POSITION DESCRIPTION:**

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| --- | --- |
| **Position title:** | Assistant Administration Officer |
| **Status:** | {INSERT STATUS i.e. casual, part or full time} |
| **Location:** | {INSERT LOCATION} |
| **Classification level:** | SACS Level 2 |
| **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 ensures the efficient day-to-day operation of the office by performing administrative and clerical tasks to support management and other employees.

# 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 service delivery and organisational management whilst at work. The performance of this position is subject to general guidance 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 application of established work procedures and may exercise limited initiative and/or judgment within clearly established procedures and/or guidelines.

# SUPERVISION

An employee at this level works under general guidance and operates within established routines, methods, standards and procedures and is responsible for managing time, planning and organising their own work and may be required to provide limited guidance to a limited number of lower classified employees.

# KEY TASKS AND DUTIES

* + - * undertake a range of activities requiring the application of established work procedures and may exercise limited initiative and/or judgment within clearly established procedures and/or guidelines;
      * achieve outcomes which are clearly defined;
      * respond to enquiries; and
      * assist senior employees with special projects.

Sample tasks include, but are not limited to:

* + - * general reception, including answering incoming telephone enquiries and general emails, and directing them to appropriate other persons;
      * sort incoming mail and other deliveries for distribution;
      * purchase and store office supplies to ensure basic supplies are always available;
      * update and contribute to the accuracy of databases;
      * coordinate the maintenance of office equipment;
      * provide administrative support as required to other employees;
      * assist with the preparation of Committee meeting agendas, minutes and supporting material for distribution;
      * assist with processing accounts payable and receivable, and with bank reconciliations; and
      * assist with financial reporting as required.

*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

*Desirable Qualifications*

* an appropriate certificate relevant to the work required to be performed;
* will have attained previous experience in a relevant industry, service or an equivalent level of expertise and experience to undertake the range of activities required;
* training and or experience in general office duties; and
* medium degree of proficiency in word processing, emailing, and spreadsheets.

# 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;
* strong attention to detail, analytical and problem solving skills;
* strong interpersonal, verbal and written communication skills;
* good organisational and time management skills and the ability to prioritise fluctuating workloads;
* ability to establish and maintain positive working relationships with other employees, Committee members, and clients;
* demonstrated ability to speak, listen and write in a clear, timely manner, using appropriate and effective communication tools and techniques; and
* ability to assess situations to determine the importance, urgency and risks, and make clear decisions in the best interests of the House.

# 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: |  |