

Position Description

Position Requirements

Position:	Business Administration Officer - 12 Months Fixed Term
Position #:	
Classification:	SCHADS Award, Level 2
Site:	South Morang
Reports to:	Administration Team Leader

Position Summary – Primary Purpose

Reporting to the Administration Team Leader, The Business Administration Officer plays a crucial role in delivering exceptional support to both clients and staff. The Administration Officer is responsible for managing inquiries, facilitating communication, and handling various administrative tasks.

The role is essential for maintaining smooth operations and ensuring high satisfaction levels among all stakeholders. As the primary point of contact, the Business Administration Officer significantly impacts the public’s perception of ADEC. Through professional interactions with clients and visitors, this role helps shape the organization’s reputation.

The role is 12 Month Fixed Term contract.

Organisational Environment

ADEC, a state-wide Victorian not-for-profit organisation established in 1985, advocates for and assists people from diverse cultural backgrounds with disabilities, as well as their families and carers, and older people in need of support. ADEC exists to empower people, fight inequality, nurture community cohesion, and advocate for the full inclusion of the people we serve within broader society.

ADEC provides advocacy services, capacity-building programs for people with disabilities, community aged care services, Plan Management (NDIS), NDIS Appeals, and direct personal and domestic care support services. ADEC also actively participates in systemic advocacy and collaborative activity in support of more effective and inclusive disability and aged care sectors. ADEC currently serves around 1700 clients with around 120 staff.

Accountabilities and Key Result Areas

Office Support & Administration Duties to be carried out under the supervision of the Administration Team Leader include:

- Serve as the primary liaison for clients and service providers, offering detailed information about ADEC services and facilitating a positive first impression.
- Ensuring the office environment is tidy, clean, and welcoming at all times.
- Collaborate with Administration Officers across ADEC sites to streamline communication, manage telephony, and oversee administrative support for the organization.
- Ensure timely distribution of information (mail, emails, and phone calls) to staff to support efficient and effective task execution.

- Manage mail operations, including posting, receiving, and recording, while maintaining an accurate log.
- Procure stationery and office supplies, ensuring timely replenishment to avoid disruptions.
- Effectively overseeing the daily financial management of office supply expenses.
- Maintaining safety supplies and equipment.
- Coordinate staff schedules and meeting room bookings using Outlook Calendar.
- Scheduling appointments, and coordinating meetings or events as requested and arrange catering services for meetings and events.
- Assisting in the orientation of new staff.
- Conduct intake processes for ADEC programs, including referrals to alternative service providers as needed.
- Act as Site Coordinator for the ADEC South Morang office, ensuring operational integrity and smooth functioning.
- Document and record minutes of site management meetings, ensuring comprehensive and accurate records.
- Coordinate maintenance and minor repair tasks for the premises in consultation with the Administration Officer at the South Morang office.
- Uphold office security protocols by managing access and adhering to safety procedures.
- Troubleshooting and solving day-to-day IT issues (network access, computers, and mobile phones) and liaising with ADEC's IT support to ensure timely resolution of technical issues.
- Setting up new employees with required IT equipment.
- Undertake other responsibilities as directed by the Administration Team Leader, contributing to the overall success of the team and organization.

Teamwork, Culture & Values

Encourage open communication, mutual respect, and a shared commitment that contributes to employee satisfaction, engagement, and the overall success of the organisation.

Key elements include:

- Ensuring clear communication.
- Building mutual trust through respect, openness, and transparency.
- Working collaboratively on shared responsibilities.
- Working to maintain a supportive environment that encourages staff ideas and feedback.
- Role modelling reinforcing ADEC's values to create a positive and inclusive office culture.

Workplace Health and Safety

Understanding the importance of creating a safe working environment and encouraging responsibility for health and safety among employees.

Key elements include:

- Identifying potential hazards and removing the hazard or raising this as a concern
 - Making suggestions for the improvement of safety and wellbeing in the workplace.
 - Assessing risks associated with tasks and equipment.
 - Fulfilling safety roles, such as Fire Warden, First Aid Officer, or Health and Safety Representative if nominated.
 - Encouraging employee involvement in decision-making about safety matters.
 - Adhering to policies and procedures based on industry best practices.
- Promoting a culture of safety through awareness.

Quality & Risk Management

Consistently deliver high-quality service that satisfies both internal and external stakeholders. This involves:

- Implementation of, and adherence to, quality policies and processes.
- Contributing to continuous improvement through ideas and initiatives.
- Complying with industry-specific standards and regulatory requirements.
- Actively listening to customers and other team members and creatively solving improvement issues.
- Being aware of, identifying, and reporting potential risks that could affect the organisation's operations and goals.
- Evaluate individual participant needs and circumstances by assessing, managing, and mitigating risks related to participant's health, safety, and well-being including any medical conditions, mobility issues, or behavioural challenges to ensure a safe and effective support environment.

Key Selection Criteria

The Administration Officer's performance will be measured against the following criteria:

- Preferred qualification in office/business administration or a related field, or proven experience in a customer-facing administrative role within a corporate, healthcare, or community services setting.
- Strong organizational and administrative skills with meticulous attention to detail, capable of managing multiple priorities and meeting deadlines.
- Proficient in computer applications, including Office 365, with a basic understanding of IT systems for troubleshooting and resolving technical issues.
- Demonstrated ability to interact proactively with management and staff at all levels of the organisation.
- Exemplary quality and professionalism in front-of-house interactions and presentation while communicating effectively with individuals from diverse cultural backgrounds.
- Strong personal integrity and ability to maintain confidentiality when handling sensitive matters.

Mandatory Requirements

- Must have a clear NDIS Worker Screening Check
- Must have a clear National Police Check
- Must have a valid Working with Children Check
- Must hold a current Victorian Driver's License
- Must have evidence of right to work in Australia.

ADEC is an inclusive employer and values the contribution of people with disabilities to our workplace.