

POSITION TITLE:	Office Coordinator (12 months fixed term)
AWARD CLASSIFICATION:	Band/Level: 3.1 0.6 FTE Social, Community, Home Care and Disability Services Award 2010 Modern Award MA000100
PROGRAM/DEPARTMENT:	Business Operations/CEO Office
DATE APPROVED:	29 April 2021
APPROVED BY:	CEO

Concern Australia is a grassroots welfare organization that emerged out of the work of Rev Dr John Smith who also nurtured the growth of the God's Squad Christian Motorcycle Club in the 1970s. Today we work with young people and children aged 5 – 25 years, creating opportunities for them live, learn and earn better and create the space for them to live life to the full.

Mission: Concern Australia works in partnership with young people and children, creating opportunities for them to enjoy full and meaningful lives.

Vision: An Australia where young people and children have HOPE for a successful and positive life.

Values: Faith ♦ Integrity ♦ Respect ♦ Belonging

Our work focusses on the innovation, development and service delivery in the areas of Living Learning and Earning; Housing and Homelessness; and Youth Justice. Each year we connect with 30,000 vulnerable young people across Australia through the following activities:

Living Learning and Earning

- Values for Life – seminars and workshops within primary and secondary schools to 25,000 students, parents and teachers across Australia.
- Hand Brake Turn – pre vocational automotive training to 80 young people per year across 2 locations.
- fiXit automotive – a social enterprise born out of Hand Brake Turn that offers detailing, servicing and repair of vehicles while providing employment to young people.

Housing and Homelessness

- Inside Out – the provision of Out-Of-Home-Care and Targeted Care Packages (TCPs) in partnership with the Victorian Government's Department of Families Fairness and Housing through the Enhanced Lead Tenant/Live In Mentor Program offered to young people living in 14 properties across metropolitan Melbourne.
- STEPS Outreach Service – support for young people, children and their families with long term relational and practical support, including advocacy, referral and material aid.

Youth Justice

- Chaplaincy and support services for young people at the Malmsbury Youth Justice Centre.

ORGANISATIONAL RELATIONSHIP

REPORTS TO:	General Manager/CEO
SUPERVISES:	N/A
INTERNAL LIAISONS:	Concern Australia Executives, Program Managers, Staff & Volunteers
EXTERNAL LIAISONS:	Volunteers, clients & government

POSITION OBJECTIVES

- The Office Coordinator provides high-level administrative support and ensures the effective and efficient coordination of Concern Australia offices. This role provides day-to-day administrative support with a particular focus on the CEO, Executive Team and the Communication and Relationship Manager.

KEY RESPONSIBILITY AND DUTIES

- Establish and maintain strong working relationships and provide high quality administrative support to senior stakeholders including the CEO, Executive and Communication and Relationship Manager.
- Responsible for Business Technology, Fleet Management, Property and Infrastructure Maintenance to ensure the smooth running of the sites.
- Property oversight including opening and closing of offices, security, cleaning, maintenance, rubbish, supplies and office presentation.
- Support and liaise with staff in relation to office coordination such as ordering and maintaining office supplies and consumables, ensuring general expenditure of stationery and amenity supplies are kept within the budget.
- Reception, answering and directing calls to relevant staff and all aspects of telecommunications.
- Administrative support for key organisational committees.
- Calendar management including scheduling meetings and events, supporting workflow management for the CEO and Executive.
- Board, other meetings (as directed) and events facilitation including:
 - Booking and coordinating meetings
 - Greeting visitors
 - Preparation of reporting packs
 - Catering
- Assist with database administration.
- Support key projects and contribute to project outcomes.
- Mail administration.
- Archiving and filing including record keeping and registers in line with Concern Australia policy.
- Ensuring offices provide a safe, clean and well-functioning workspace.
- Prioritise, plan and monitor work performance against targets and timelines.
- Be a role model for safety and security, including complying with all safety instructions in the workplace.
- Participate in and contribute to health and safety awareness and improvements.
- Other strategic tasks as required.

Other:

Duties beyond the scope of this position description but in line with an incumbent's skills, competencies and training, may present from time to time. Reasonable requests for such duties to be discussed and agreed with line manager and executed accordingly.

QUALIFICATIONS, SKILLS AND EXPERIENCE

Essential

- Exceptional customer service focus with both internal and external stakeholders and senior leaders.
- High level stakeholder management skills, including the ability to manage a diverse range of stakeholders and a high level and concise communication skills.
- Significant general administration experience.
- Exceptional organizational and time management skills.
- Advanced computer literacy skills (including but not limited to the Microsoft Office Suite) and the ability to adapt to a wide range of special purpose software.
- Understanding the importance of confidentiality and the ability to adhere to this in all facets of the role.

Desirable:

- Completion or studying Certificate II or III in Business Administration or equivalent.

SECURITY CHECKS, LICENCES AND OTHER INHERENT REQUIREMENTS

- Satisfactory National Police Check and International Police Check (International Police Check if applicable).
- Valid Working with Children Check or relevant Victorian Teaching Registration.

INHERENT PHYSICAL REQUIREMENTS

Concern Australia has a duty of care to all workers. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or others. The role may require the following tasks among other things.

Prolonged sitting: computer work, data entry
Occasional standing: filling, photocopying & scanning
Occasional bending, reaching and holding
Occasional walking, climbing stairs
Manual handling: occasional lifting & pulling
Occasional work in isolation
Occasional driving

KEY SELECTION CRITERIA

Essential

- Demonstrated commitment and personal desire to adhere to Concern Australia’s Mission, Vision, Values and Goals and to work in a team environment.
- Experience in a similar role providing administrative assistance.
- Working knowledge of Microsoft Office applications.
- Highly developed time management and organisational skills.

Desirable

- Completion or studying Certificate II or III in Business Administration or equivalent.



CHILD SAFETY COMMITMENT

Concern Australia is committed to providing child safe and protected environments in all its activities and programs and has a zero tolerance approach to child abuse or exploitations. Contact and working with children is a critical responsibility. Children have the right to be safe and protected. All employees are required to have a valid Working with Children Check, National Police Check and International Police Check (International Police Check where applicable).

Supervisor Name: _____

Signed: _____ **Date:** _____

Employee Name: _____

Signed: _____ **Date:** _____