

Administration Officer

POSITION TITLE:	Administration Officer
AWARD CLASSIFICATION:	SCHADS MA0000100 Level 3.1 Plus super and salary packaging 0.5 FTE (hours to be negotiated)
PROGRAM/DEPARTMENT:	Business Operations
LOCATION:	1/668 Somerville Road, Sunshine West with minimal travel to 27 Station Road Dandenong as required.
DATE APPROVED:	7 March 2024
APPROVED BY:	General Manager Business Operations

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 & 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 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.

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Youth Justice

- Referrals to all programs and ongoing relationship.

ORGANISATIONAL RELATIONSHIP

REPORTS TO:	General Manager Business Operations
SUPERVISES:	NIL
INTERNAL LIAISONS:	Concern Australia Executives, Program Managers, Staff, Volunteers & Placement Students
EXTERNAL LIAISONS:	Volunteers, clients, local businesses, industry groups, government and key stakeholders

fiXit is an automotive not for profit, social enterprise. Our focus is to provide short-term employment for young people who have completed Concern Australia's five week Hand Brake Turn automotive training course.

fiXit Social Enterprise is not just an automotive non-profit; it's a transformative force. Specialising in affordable car renovations and servicing, we go beyond traditional solutions, prioritising positive change.

This is achieved by way of providing a social business to community for good. It is run as a safe space for vulnerable people who can service their vehicles run by an organisation who is people focussed and trauma informed with integrity.

Our commitment extends to providing employment and skill development for at-risk youth that have completed Concern Australia's five-week Hand Brake Turn automotive training course, shaping pathways to brighter futures. Working alongside our fiXit trainers and expert mechanics, young people gain practical workplace experience servicing cars for the general public, community partners and staff, as well as the repair and refurbishment of cars donated to the program.

From 2024, a key focus of fiXit will be to continue to build a viable and profitable social business that will reinvest profits into the support of young people.

In the initial stages of this role, there will be a substantial volume of support required in developing processes for the Social Enterprise fiXit.

POSITION OBJECTIVES

The Administration Officer role is required to contribute to the delivery of quality services by providing high level administrative support to Concern Australia's various programs in a professional and efficient manner which will reflect the organisation's objectives.

KEY RESPONSIBILITY AND DUTIES

This role will:

- Provide front of house reception (phone and face to face) clients, customers, visitors and staff by greeting and assisting them while ensuring a sensitive, person-centred approach
- Ensure all calls and emails are answered in a timely manner and enquiries are actioned or referred to the appropriate person promptly
- As requested, provide information about services of programs to external stakeholders
- Coordinate customer records and job allocation of motor vehicle services, motor vehicle donations, motor vehicle sales
- Data entry of confidential information into relevant data bases and information management systems and reporting on data
- Handling of funds associated with sales and appropriate allocation and recordkeeping in line with Concern Australia policies and procedures

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- Build and maintain positive relationships with key stakeholders
- Creating a warm and welcoming office environment for staff, clients and visitors
- Maintaining a professional appearance to reception, meeting rooms, offices and kitchen areas
- Support the Executive team as required
- Represent Concern Australia in an ethical and professional manner
- Contribute to continuous quality improvement in relation to service delivery
- 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

- Successful completion of Diploma or Equivalent in related field.
- At least 2 years' experience working within an office environment or front of house.
- Strong administration skills; organised, thorough, systems orientated with particular attention to detail.
- Well organised but able to be flexible and manage competing priorities and deadlines.
- Excellent written and oral communication skills as well as highly developed interpersonal skills.
- Intermediate computer skills, including the frequent use of Microsoft Outlook, Word, Excel and database entry.
- A team player, able to work in a collaborative way but also be able to work autonomously.

Desirable

- Relevant experience in a Not-for-Profit sector including working with vulnerable persons.
- First Aid Certificate.

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.
- Current Victorian driver licence
- Current heavy vehicle driver licence (desirable, not required)
- Current First Aid certificate (desirable, not required)
- Hearing Test

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

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KEY SELECTION CRITERIA

1. Demonstrated experience in administration.
2. Demonstrated experienced in customer service.
3. High level computer skills with proficiency in the use of Microsoft Office Suite alongside the ability to quickly acquire knowledge about additional computer programs.
4. Ability to maintain a professional attitude in all communication with stakeholders i.e., Phone, email and face to face.
5. Excellent interpersonal skills and written and verbal communication skills.
6. Strong collaborative worker and team player.
7. Demonstrated commitment in line with Concern Australia's values.

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:** _____