

Hand Brake Turn – Administration Officer

Concern Australia works in partnership with young people and their families to create positive opportunities and hopeful futures. Our programs provide education, employment, housing, youth justice and homelessness services. We focus on innovative and empowering pathways which build on young people's talents and resilience and support them to reach their goals.

Hand Brake Turn is a program supporting young people to reconnect with education and training through a five-week automotive course and outreach workshops. Courses operate from our workshops in Dandenong and Sunshine West and mobile workshops are delivered throughout metropolitan Melbourne and annually in the Northern Territory.

Primary Job Purpose

The Administration Officer contributes to the delivery of quality services by providing high level administrative support to Concern Australia's Hand Brake Turn program in a professional, efficient, warm and people-centered manner.

As a representative of the organisation, this role also:

- models Concern Australia's OHS & child safe values and behaviours and holds others accountable to the same standard and
- upholds Concern Australia's relationship and reputation with clients, external stakeholders, and the broader community by conducting themselves in alignment with our values of faith, integrity, respect and belonging.

Responsibilities

Referrals and partner relationships

- Provide a professional, timely and warm response to all email, in person and phone enquiries.
- Build positive relationships with key partners including representatives of schools, youth justice, job support services and other agencies.
- Provide administrative support to the HBT team members in assessing and onboarding young people to the program.

Hand Brake Turn Administration

- Support the development and improvement of processes, procedures, and workflow within the HBT program in accordance with all applicable policies, laws, regulations, and standards.
- Maintain data needed with regard to HBT's student records, financials and other reporting.
- Coordinate HBT Mobile sessions, including scheduling casual presenters as required.
- Following up with payment of course fees, mobile workshops and other services.

Office environment

- Create a warm, welcoming, person-centered office environment for staff, clients, and visitors.
- Maintain a professional appearance of the reception, meeting rooms, office, and kitchen areas.

Executive Management Administration

- Provide administrative support to the executive team as required.

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

The role may require occasional manual handling, driving, walking, and standing.

Qualifications/Experience

- Completion of Diploma or equivalent in a related field.
- Minimum 2 years' experience working within an office environment or front of house reception.
- Familiarity with student management systems.

Hand Brake Turn – Administration Officer

- Desirable but not essential:
 - Experience working in the not-for-profit sector, especially with young people.
 - Experience working with aXcelerate.
 - Knowledge of ACFE compliance.
 - First Aid Certificate.

Skills

- Strong administration skills; organised, thorough, systems-oriented person with experience in creating processes and procedures.
- Strong attention to detail, especially in maintaining accurate student files.
- Well organised but able to be flexible and manage competing priorities and deadlines.
- Excellent written and oral communication, with the ability to adapt styles according to the audience.
- Highly developed interpersonal rapport and relationship building.
- Intermediate computer skills, including the frequent, independent use of Microsoft Outlook, Word, Excel and database entry.
- A team player, able to work in both collaborative and autonomous work environments.

Security checks, licences, and other requirements

- Satisfactory National Police Check and where applicable, International Police Check.
- Current Working with Children Check.
- Current Victorian drivers' licence.
- Desired but not essential:
 - Current First Aid certificate.

Reports to

Manager – Hand Brake Turn

Supervises

N/A

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).

Employee Name: _____

Signed: _____ Date: _____