

POSITION DESCRIPTION



Department: Shared Services
Position: Administration and Operations Assistant
Position Level: Community Services Worker classification level 2 (as per Northside's Enterprise Agreement)
Reports to: Manager (Aged Care)

NORTHSIDE COMMUNITY SERVICE VISION, MISSION AND VALUES					
Vision: A community where everyone matters and has the opportunity to fulfil their potential.					
Mission: Provide exceptional early learning that gives the strongest start in life to children, and work with extraordinary people to strengthen their connection and access to home and community.					
Values:	Courage	Integrity	Choice	Innovation	Collaboration

POSITION OBJECTIVE

The Administration and Operations Assistant will work to ensure the day to day smooth operations of all buildings and facilities, including vehicles, furniture, and provide administrative assistance to the share service team.

KEY RESPONSIBILITIES AND DUTIES

- Manage day to day operations of all buildings and facilities including car fleet.
- Maintain maintenance requests and ensure that works are carried out within agreed timeframes
- Work closely with external contractors, including sourcing of quotations and supervision of works.
- Participate in an on-call roster to response to facilities and unforeseen events.
- Provide administrative support to Shared service team.
- Call or meet with clients in terms of their service agreement and requirements.
- Liaised with clients and business areas in terms of outstanding receivable invoices.
- Undertake other relevant duties as directed, consistent with the employee's skill, competence and training.
- Provide high quality and consistent customer service to all internal and external stakeholders and provide a climate of hospitality and welcome to clients and visitors by presenting a personal image of warmth, service and professionalism.
- Apply and uphold principles of equity and anti-discrimination in the workplace and adhere to organisational and legislative Health, Safety and Environment requirements.

Reviewed by HR		Review Date	24/10/2022
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ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

1. Strong customer service skills with the ability to interact with internal and external stakeholders.
2. Clear, effective communication skills – both written and oral.
3. Demonstrated ability to work collaboratively as part of a team to undertake duties.
4. Highly organised, professional, ethical and mature approach to work.
5. Highly flexible approach to work.
6. Computer administration experience or knowledge, including MS Excel and MS Word.

PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT

- Prolonged periods of sitting at a desk and working on a computer
- Regular lifting, manual handling tasks
- Reliable and comprehensively insured car, mobile phone and access to a computer or tablet.
- Driving to clients' locations.
- The position requires use of personal vehicle to deliver Northside services.

QUALIFICATIONS AND/OR TRAINING

- Associate diploma in Business Administration or similar field with relevant experience (minimum 1 year); or
- Relevant certificate in Business Administration or similar field with substantial relevant experience (minimum 3 years)
- Full and valid Australian driver's license.
- Full time access to a comprehensively insured and reliable vehicle.

GENERAL EMPLOYMENT INFORMATION

Northside Community Service is a child-safe organisation. We actively promote the safety and wellbeing of children and all Northside staff are committed to protecting children from abuse or harm.

Northside Community Service is an Equal Opportunity Employer. We value diversity and are committed to workforce diversity and equal opportunity. We recognise that the provision of supportive, safe and harassment free workplace is essential to high performance and promote flexible work, diversity and safety.

All Northside staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct and all relevant policies and procedures
- Comply with the work health and safety policy & procedure
- Undertake a national police check prior to commencement and every 3 years thereafter
- Undertake screening for suitability to work with children, youth and vulnerable people
- Comply with the National Principles for Child Safe Organisations, the Reportable Conduct Scheme for the ACT and other relevant legislative requirements

SIGNATURE

Employee signature below indicates the employee's understanding and acceptance of this position description.

Employee Name		Date	
Employee Signature			