

POSITION DESCRIPTION



Position: Corporate Services Officer
Position Level: Community Services Worker classification level 4 (as per Northside's Enterprise Agreement)
Reports to: Manager (HR)

POSITION OBJECTIVE

As the Corporate Services Officer reporting to the HR Manager, the objective of this role is to provide comprehensive support across HR, social media management, financial administration, and executive functions. This includes ensuring compliance with employment laws, facilitating recruitment and onboarding, managing social media and digital communications, monitoring debtor accounts, and providing high-level administrative assistance to the leadership team. The role also involves promoting a positive workplace culture, enhancing brand visibility, and supporting organisational priorities through proactive collaboration and adaptability.

The intent of this position is to provide the employee a broad introduction to Corporate Service functions in order to provide professional development whilst supporting Northside Community Service operations.

KEY RESPONSIBILITIES AND DUTIES

1. Human Resources:

- **Provide comprehensive HR support:** Offer administrative and customer service assistance to employees, ensuring compliance with employment laws, policies, and procedures. Maintain accurate HR records, including files, databases, and templates, while handling sensitive information confidentially.
- **Facilitate recruitment and onboarding:** Collaborate with the HR team to manage recruitment activities, including candidate pre-screening, reference checks, and onboarding preparations. Participate in interview panels and ensure smooth processing of new hires, employment changes, and separations.
- **Support learning and development:** Assist in coordinating and administering training programs, performance reviews, and other cyclical HR activities. Monitor and document key milestones such as inductions and probation reviews.
- **Handle HR documentation and queries:** Prepare employee contracts, documentation, and correspondence. Respond to HR inquiries, escalate issues when necessary, and ensure timely processing of HR-related tasks.
- **Promote a positive workplace culture:** Uphold principles of equity, anti-discrimination, and health and safety in the workplace. Build collaborative relationships with internal teams and external stakeholders to support organisational goals and priorities.

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2. Managing Social Media

- **Design and distribute high-quality materials:** Create and distribute professional newsletters, brochures, flyers, and bulletins to Northside sites, partner agencies, and community locations, ensuring brand consistency and quality.
- **Lead social media and digital communication strategies:** Develop and implement tools to enhance Northside's website, social media, and staff intranet. Design and publish engaging content, including photos, videos, and stories, to promote programs, events, and awareness topics.
- **Manage online presence and engagement:** Monitor and respond to external stakeholders on social media platforms with accurate and respectful information. Maintain media distribution lists and ensure timely dissemination of releases and publications to targeted audiences.
- **Support staff and campaigns:** Assist staff in creating brand-appropriate communications, including researching content and providing stakeholder advice. Drive promotional campaigns by collaborating with program managers to gather compelling content.
- **Enhance brand recognition and compliance:** Stay updated on industry trends to identify opportunities for increasing Northside's brand visibility. Uphold equity, anti-discrimination, and health and safety principles while supporting policy communication and compliance efforts.

3. Financial Administration:

- **Monitor and manage debtor accounts:** Regularly review debtor reports, identifying overdue accounts and following up with clients to ensure timely payments.
- **Conduct account reconciliations:** Perform accurate reconciliation of accounts receivable, ensuring all payments are correctly allocated and discrepancies are resolved promptly.
- **Communicate with clients:** Proactively contact debtors via email, phone, or written correspondence to address outstanding payments, provide payment reminders, and negotiate payment plans if necessary.
- **Maintain accurate financial records:** Update and maintain debtor ledgers, ensuring all transactions are recorded accurately and in compliance with financial policies and procedures.
- **Support financial reporting:** Assist in preparing financial reports related to debtors and accounts receivable, providing insights into cash flow and outstanding balances to support decision-making.

4. Executive Functions

- **Provide high-level administrative support:** Assist the leadership team and Deputy CEO with scheduling, meeting coordination, travel arrangements, and preparation of documents or presentations to ensure smooth operations.
- **Act as a key point of contact:** Manage communications on behalf of the leadership team, including responding to emails, phone calls, and inquiries, and ensuring timely follow-up on action items.
- **Prepare reports and briefings:** Compile, analyse, and present data, reports, and briefing materials to support informed decision-making and strategic planning.
- **Facilitate meetings and events:** Organise and coordinate leadership meetings, workshops, and events, including agenda preparation, minute-taking, and tracking action items to ensure effective follow-through.
- **Handle confidential information:** Maintain strict confidentiality when managing sensitive documents, communications, and discussions related to the leadership team and Deputy CEO.

5. Additional Duties:

- **Perform additional duties as directed:** Take on tasks and projects as assigned by the leadership team or Deputy CEO to support organisational needs.
- **Assist with special projects:** Help plan and execute initiatives or projects as required.
- **Provide cross-team support:** Collaborate with other departments when needed.
- **Adapt to changing priorities:** Adjust tasks to align with evolving organisational goals.
- **Proactively support leadership:** Anticipate needs and offer solutions to enhance efficiency.

ESSENTIAL SKILLS, KNOWLEDGE, AND EXPERIENCE

- **Administrative Skills:** Strong administrative abilities, including scheduling, meeting coordination, travel arrangements, and document preparation. Experience in providing high-level support to leadership teams and handling confidential information with discretion.
- **Communication Skills:** Excellent written and verbal communication skills, with the ability to build collaborative relationships with internal teams and external stakeholders. A proactive approach to supporting organisational goals and priorities is essential.
- **Organisational and Time Management:** Exceptional organisational skills, with the ability to manage multiple tasks and priorities effectively. Experience in adapting to changing priorities and supporting special projects as needed.
- **Social Media and Digital Communication:** Proficiency in managing social media platforms, creating engaging content, and implementing digital communication strategies. Experience in designing and distributing high-quality materials such as newsletters, brochures, and flyers is beneficial.
- **Financial Administration:** Basic knowledge of financial administration, including monitoring and managing debtor accounts, conducting account reconciliations, and maintaining accurate financial records.
- **Problem-Solving and Adaptability:** Strong problem-solving skills, with the ability to anticipate needs and offer solutions to enhance efficiency. Flexibility and adaptability to support evolving organisational goals and initiatives.
- **Commitment to Equity and Safety:** A commitment to upholding principles of equity, anti-discrimination, and health and safety in the workplace. Experience in promoting a positive workplace culture and supporting policy communication and compliance efforts.

QUALIFICATIONS AND/OR TRAINING

- A relevant qualification in business administration, human resources, communications, or a related field is preferred.
- Comprehensive training will be provided to ensure you are well-equipped to perform your duties effectively and support organisational goals.
- Full and valid driver's licence.
- Full time access to a comprehensively insured car.

PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT

- Prolonged periods of sitting at a desk and working on a computer.

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- Occasional lifting, manual handling tasks (e.g., lifting/moving archive boxes).
- Able to work some evenings, weekends & public holidays.
- Access to a fully insured personal vehicle to visit other Northside locations.

General Employment Information:

Northside Community Service is committed to creating a child-safe, diverse, and equitable environment. We adhere to strict safety and anti-discrimination policies and encourage applications from diverse community groups. All employees must comply with our Code of Conduct, Health, and Safety policies and are subject to national police checks and appropriate screenings.

Signature

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

Employee Name		Date	
Employee Signature			

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