

POSITION DESCRIPTION

Position Title:	Administration Officer		
Program/Team:	Corporate Services		
Employment Type & Hours:	Full-time 76 hours per fortnight		
Award Conditions:	Social, Community, Home Care & Disabilities Services [SCHADS] Award 2010	Remuneration:	SACS Level 4
Working From:	The Hub, Fortitude Valley and/or other BYS offices		
Reporting Relationships:	Reports to the Administration Manager		
Probation Period:	Six [6] months		
Primary Purpose of Position:	To provide reception and administration support for the effective business operations of Brisbane Youth Service.		
In addition to submitting a resume or CV applicants must address the selection criteria [below] in their cover letter to be considered for shortlisting			
Selection Criteria:	<ol style="list-style-type: none"> 1. Understanding of and commitment to BYS vision, objectives and practice framework 2. Demonstrated ability to work with MS Office products, including spreadsheets, MS Word and CRM databases and to deliver accurate and well-presented documents 3. Demonstrated capacity to undertake frontline reception duties via the telephone and face-to-face 4. Sound communication and interpersonal skills and a demonstrated capacity to interact positively with vulnerable young people and liaise with internal and external stakeholders 5. Sound organisational skills and effective time management with the ability to plan and prioritise work 6. Ability to manage sensitive information and maintain a high degree of confidentiality 7. Ability to use initiative in the workplace and demonstrate problem solving skills 8. Demonstrated understanding of workplace health and safety compliance requirements 		
Education, Qualifications, Requirements [Mandatory]:	<ul style="list-style-type: none"> • A certificate or diploma in Administration, Business Studies OR substantial demonstrated experience in a related field • Current Queensland driver's license • Working with Children Suitability Card [Blue Card] / willingness to obtain a Blue Card prior to commencement • National Police Check clearance • Evidence of vaccination, immunity, or medical exemption for the following preventable diseases prior to commencement: Measles, Mumps, Rubella and Varicella [Chicken Pox]; Pertussis [Whooping Cough]; Hepatitis B [health team workers only] and COVID-19 • Three references, including most recent Manager, if relevant 		
Skills & Experience:	<p>Minimum four [4] years' working experience in administration, including:</p> <ul style="list-style-type: none"> • Front office reception dealing directly with clients and members of the public [in a community service setting is desirable] • Experience in fleet management 		

	<ul style="list-style-type: none"> • Coordination of correspondence [electronic and paper-based], registers and filing • Coordination of maintenance and repairs of assets and equipment
Personal Attributes:	<ul style="list-style-type: none"> • Personal drive and integrity and the ability to stay calm under pressure • Consultative and collaborative working attitude • Flexible, self-directed initiative, collaborative, inclusive, respectful, ethical, accountable • Commitment to a learning culture and ongoing professional development
Role and Responsibilities	
Administrative Support:	<ul style="list-style-type: none"> • Front office reception duties providing effective, courteous and prompt communication • Provide administrative assistance and support managers and EMT when required • Maintain effective, prompt and secure document flow, recording and filing • Assist and support Fundraising, Communications and Corporate Partnerships function with supporter engagement and Customer Relationship Management [CRM] database entry and maintenance • Assist the Administration Manager in purchasing and acquisition of services and assets • Assist with medical clinic administration using Best Practice software as required • Monitor, support and assist to maintain Workplace Health and Safety protocols and requirements to ensure organizational compliance • Assist with processing invoices and payments in NAB as required • Maintain and safely secure assets including motor vehicles, office equipment and furnishings • Contribute to the development and review of administrative policies and procedures and identify opportunities for system improvement • Assist with setting up on site and external interviews, meetings and events • Protect and promote the rights of children and young people, including making decisions compatible with the <i>Human Rights Act 2019</i>; and responding to and reporting suspicions and disclosures of abuse or harm • Participate in both quantitative and qualitative data collection to support BYS continual quality improvement
People, Culture, Safety:	<ul style="list-style-type: none"> • Contribute to a culture of respect, optimism, accountability, and resilience in line with the organisation's values • Model ethical behaviours in line with the BYS Code of Conduct and consistently apply ethical standards to self and others • Participate as a collaborative and supportive team member, contributing to the overall effectiveness of the team and outcomes for young people • Participate in staff meetings, regular supervision with your Line Manager, service reviews and organisational planning

	<ul style="list-style-type: none"> • Participate in quality practice reviews, all-staff days, organisational planning and identify and participate in training and professional development opportunities • Protect and promote the rights of children and young people, including making decisions compatible with the Human Rights Act 2019; and responding to and reporting suspicions and disclosures of abuse or harm • Ensure a healthy and safe workplace for all by adhering to BYS Work Health, Safety and Wellbeing Policy, Procedures and Practices • Actively participate to deliver the BYS Reconciliation Action Plan [RAP] initiatives and measurable actions that support First Nations equality across our organisation and services
Administration:	<ul style="list-style-type: none"> • Undertake all administrative functions relating to the role and ensure accurate and timely records are created and maintained in accordance with relevant legislation and BYS policies • Ensure administrative functions are conducted in accordance with relevant policies and procedures • Implement administration relating to the service, including accurate data, client files, correspondence, and financial records • Submit timesheets and leave requests accurately and on time on a fortnightly basis, in accordance with relevant legislation and organisational policy and procedure • Collect and maintain accurate client data, to contribute to monitoring, evaluation and reporting on program performance • Participate in both quantitative and qualitative data collection to support BYS continual quality improvement • Undertake any other duties or tasks as required

The changing demands of BYS's organisation requires it to have reasonable flexibility in stipulating the duties that you will undertake from time to time. You will be required to perform any other duties for which you have the appropriate skill and/or training which are assigned to you by BYS, and these responsibilities do not limit what may be reasonably requested of an employee during the course of their employment. As the successful applicant, you are required to sign and date this Position Description to demonstrate your commitment to fulfill this role in accordance with the key result areas outlined above.

Employee Name:		Signature:		Date:	
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