



Position Description

Position title:	Administrative Officer
Responsible to:	Office Manager
Stakeholders:	All staff members
Position type:	Full time (36.75 hrs per week)
Salary range	Level 3, Step 1 (\$55,030 plus superannuation) as per Enterprise Agreement
Last updated:	January 2017

Overview

The Office Services Team supports the overall administrative and office environment needs of the Federation, which includes the staff, Board of Directors and the Federation's membership.

Working with the Office Manager, Project Coordinator, and I.T. Officer, the Administrative Officer is responsible for the effective coordination and provision of administrative support to staff. Furthermore, the Office Administrator will also work with Line Managers as required on projects related to finance, marketing and service delivery to our Members.

The position description may be varied to reflect changing organisational priorities.

Work Environment

The NSW Federation of Housing Associations (the Federation) aims to promote a collaborative and supportive working environment, which enables staff to focus on the achievement of the organisation's intended outcomes. Individuals require a high degree of autonomy in managing their workload, but are encouraged to work in partnership with others, both within their own team and with people working in other parts of the organisation, to achieve the planned outcomes within their work area.

Key Work Areas

1. Reception/Executive Assistance
2. Office equipment and office environment
3. Assist with Events coordination
4. Communication systems
5. General administrative and project support

1. *Reception/Executive Assistance*

- Attend to the main phone line and refer callers and visitors to the appropriate staff, ensuring reception is always attended to during business hours;
- Assist the CEO and other senior staff as requested to coordinate appointments, travel arrangements and other assistance as required.

2. *Office equipment and office environment*

- Maintain office equipment, such as postal meter and photocopier;
- Maintain the office environment including: furniture, equipment, recycling and general cleanliness;
- Maintain inventory of stationery and kitchen supplies;
- Support the I.T. Officer in the non-technical maintenance of I.T. equipment and setting up the necessary equipment for workshops, meetings and other events;
- Responsible for changing daily, and taking offsite, the computer server backup hard drive(s).

3. *Assist with Events coordination*

- Be responsible for or assist with the coordination of events such as: training, seminars, workshop and meetings, and conferences as required, including:
 - Mailouts and other methods of promotion;
 - Organise catering and venues;
 - Registration of participants;
 - Follow up invitations
 - Coordinate participant lists, name tags, attendance sheets
 - Room set up, including equipment
 - Assist with travel and accommodation arrangements as required

4. *Communication systems*

- Record, and distribute incoming correspondence. Preparation and drop-off of outgoing correspondence;
- Update shared organisational calendars as required with information provided;
- Document layout, proof-reading and editing as required;
- Preparation of monthly e-newsletter and other publications as requested using information provided;
- Maintenance of the website including adding (and removing) job postings, events, and uploading changes provided by other Federation staff.
- Assisting in maintaining the social media platforms
- Pro-actively managing the organisation's databases

5. *General administrative and project support*

- General administrative support to Federation staff as required and approved by Office Manager;
- Liaise with suppliers;
- Responsible for keeping organisational information up to date, and filing;
- Support the Office Manager with financial tasks such as: generating invoices, depositing cheques, and assisting with petty cash;
- Provide support with the coordination of board meetings, such as collating and distributing briefing papers, booking travel and accommodation, and organising catering;
- Assist with organizational projects as required;
- Carry out data entry and data validation for the Federation's tenant satisfaction survey business;
- On occasion taking a record of meetings
- Take the initiative with the other members of the Office Services Team to research and implement projects that would improve our internal operations and systems;
- Perform duties as per organisational policies.

Employee's Signature

Date

Manager's Signature

Date

Selection Criteria

Essential

- Proficiency in the use of Microsoft products including Word, Outlook, Excel and PowerPoint
- Strong written and verbal communication skills and professional phone manner
- Experience in data entry with an emphasis on accuracy and attention to detail
- Experienced in events coordination
- Ability to work autonomously and across various functions of the Federation
- Ability to complete work in a timely manner and meet required targets

Desirable

- Strong problem solving skills and proactive approach
- Understanding of the purpose of member-based organisations and/or the capacity to develop an understanding of the social housing sector
- Experience working with Adobe Creative Suite or similar software
- Experience working with Word Press or similar software