



## JOB DESCRIPTION

<b>TITLE OF POSITION:</b>	<b>Administration Assistant</b>
<b>CLASSIFICATION LEVEL:</b>	<b>LCC Level 2</b>
<b>PROGRAM:</b>	<b>Centre for Learning</b>

### OVERVIEW:

The aims and objectives of this role are as follows:

- To provide effective and confidential administrative, clerical and secretarial support to the Manager, Registrar and staff and programs of the Centre for Learning
- To maintain good office practices and procedures in the areas of general office administration, book keeping, typing and reception.
- Assist with the implementation of the common objectives, principles, policies and service standards and directives of Lutheran Community Care

### EXTENT OF AUTHORITY:

- To carry out assigned responsibilities as authorised by the Centre for Learning Manager and Registrar
- Decision making within established guidelines
- May require oversight of volunteers from time to time.



LUTHERAN COMMUNITY CARE

'Sharing the love of Christ - building caring communities'

**CORE BEHAVIOURS:**

ROLE	RESPONSIBILITIES & DUTIES	KEY PERFORMANCE INDICATORS
Lutheran Community Care Culture	<ul style="list-style-type: none"> <li>▪ Is an active member of the staff team which upholds the Christian ethos of Lutheran Community Care as outlined in the vision, mission and values statements</li> <li>▪ Uphold, understand and support the policies and procedures of Lutheran Community Care</li> </ul>	<ul style="list-style-type: none"> <li>▪ Continually contributes and supports volunteers and staff</li> <li>▪ Displays the values of Lutheran Community Care</li> <li>▪ Is compliant with Lutheran Community Care requirements</li> </ul>
Communication & Teamwork	<ul style="list-style-type: none"> <li>▪ Participates in a supportive environment and in positive and constructive communication between other team members, staff and volunteers</li> <li>▪ Supports Lutheran Community Care's senior management teams decisions and ensures that all commitments made are followed through</li> <li>▪ Advise the program manager of emerging issues and critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s)</li> <li>▪ Actively participates in regular team meetings and reports regularly to the supervisor</li> </ul>	<ul style="list-style-type: none"> <li>▪ Displays willingness to assist others, shares knowledge openly, cooperates and supports the team</li> <li>▪ Contributes positively within teams and supports the teams efforts</li> <li>▪ Is always receptive and open to feedback</li> <li>▪ Attends team meetings and reports to the supervisor</li> </ul>
Occupational Health & Safety	<ul style="list-style-type: none"> <li>▪ Participates in the establishment and maintenance of safe working conditions by actively cooperating with Occupation Health and Safety guidelines</li> <li>▪ Ensure that all employees in your area are fully aware of and participate in Lutheran Community Care's OH&amp;S guidelines</li> </ul>	<ul style="list-style-type: none"> <li>▪ Shows evidence of reasonable steps taken to comply with Lutheran Community Care's OH&amp;S guidelines</li> <li>▪ Demonstrates action taken in identifying hazards, assessing risks, and reporting incidents</li> <li>▪ Demonstrated duty of care</li> </ul>
Administration & Documentation	<ul style="list-style-type: none"> <li>▪ Maintain records of activities as required for accountability purposes.</li> <li>▪ Work within established or negotiated financial and time constraints</li> </ul>	<ul style="list-style-type: none"> <li>▪ Appropriate records are maintained and reports produced</li> <li>▪ Follows budgeted allocated expenditure limits</li> <li>▪ Meets deadlines</li> </ul>
Continuous Improvement	<ul style="list-style-type: none"> <li>▪ Contribute to the delivery of high quality services</li> <li>▪ Understand and support continuous quality improvement in Lutheran Community Care.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Participation in quality audits when required</li> <li>▪ Always searches for better ways and strives for best practice</li> <li>▪ Actively seeks new ideas from internal and external sources</li> <li>▪ Embraces and adapts to change.</li> </ul>



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**SPECIFIC TO THE ROLE:**

ROLE	RESPONSIBILITIES & DUTIES	KEY PERFORMANCE INDICATORS
Provide administrative support to the manager, registrar and other staff of Centre for Learning	<ul style="list-style-type: none"> <li>▪ Provide word processing services as required</li> <li>▪ Prepare letters, reports, newsletters, brochures, minutes and agendas as required</li> <li>▪ Assist with promotional activities- mailouts and promotional events</li> <li>▪ Maintain appropriate internal records in relation to all services provided through Centre for Learning</li> <li>▪ Data entry for Family Relationship Services Programs on FRSP Online</li> <li>▪ Maintain the filing system</li> <li>▪ Answering the phone and responding to inquiries as necessary</li> <li>▪ Direct calls to appropriate staff for appointments</li> <li>▪ Assist with problem solving and system implementation.</li> <li>▪ Ensure office supplies are ordered and restocked</li> <li>▪ At times provide support for volunteers assisting with administration work</li> <li>▪ Perform other duties as required by the Manager</li> </ul>	<ul style="list-style-type: none"> <li>▪ Office systems run efficiently and are well maintained.</li> <li>▪ Letters, reports, minutes, brochures, agendas and other written documentation is produced in a timely and professional manner.</li> <li>▪ All records are up to date and monitored closely.</li> <li>▪ Inquiries and appointments are attended to in a timely manner</li> <li>▪ Office systems are maintained</li> <li>▪ Supplies are ordered and maintained</li> </ul>
Maintain financial and account keeping systems	<ul style="list-style-type: none"> <li>▪ Collect and receipt fees for courses and appointments</li> <li>▪ Request invoices</li> <li>▪ Manage petty cash</li> </ul>	<ul style="list-style-type: none"> <li>▪ All financial records are up to date</li> <li>▪ All required reporting is completed in a timely fashion</li> <li>▪ Preparing statements, and other relevant documentation in relation to finances as required.</li> </ul>
Assist with the organisation of workshops, training sessions and special events	<ul style="list-style-type: none"> <li>▪ Book venues</li> <li>▪ Assist with set up and clean up</li> <li>▪ Collect and receipt fees</li> <li>▪ Assist with followup activites from courses</li> </ul>	<ul style="list-style-type: none"> <li>▪ Course organisation runs smoothly</li> <li>▪ Evaluation forms reflect satisfaction with the organisation</li> </ul>

## PERSON SPECIFICATION

### Required Qualifications, Skills, Knowledge, Experience and Abilities

- Skills and experience in Office Management and Administration including
  - Ability to use information systems and desktop publishing
  - Ability to use and manage standard office equipment
  - Telephone and reception skills
  - Ability to establish and maintain a filing system
  - Ability to establish and maintain account keeping systems
  - Ability to write accurate reports and take accurate minutes
  - Problem solving skills
  - Managing data bases
- Knowledge of established work practices and procedures
- Good communication skills
- Knowledge of policies relating to the workplace and to the wider organisation
- Knowledge of statutory requirements
- Interpersonal skills
- Highly organised
- Excellent time management
- Drivers license

### Attributes that are desirable, but not essential

- Appropriate Certificate in Office Administration
- Knowledge of the Lutheran Church of Australia