



POSITION

DESCRIPTION

Service:	Business Services
Program:	Business Services Administration
Position Title:	Administration/IT Officer
Probation Period:	6 months from commencement
Position Base:	27-29 Stanley St Wodonga office, but from time to time will be required to work at other UMFC sites.
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Social & Community Services Employee
Level:	Level 4 (with paypoint dependent on quals and experience)
Hours of Work:	Full-time – 38 hours p.w. Contracted hours are according to Employment Conditions form that may change as agreed from time to time.
Tenure:	Ongoing employment subject to available funding appropriate to supporting the position. If appropriate funding is not available the position may become redundant.
Travel:	Travel local/regional will be required using an Agency vehicle.

1. POSITION CONTEXT & SUMMARY OF POSITION

Consistent with the Agency mission, Strengthening Families to Build Vibrant Communities, the Business Services Team is a dynamic and vital support service team providing high quality expertise in the areas of IT, Administration, Finance, Payroll and Reception to all internal and external clients of UMFC.

This position, supervised by the Team Leader Administration, provides important IT and administration/reception Services. The role is multi-faceted, including the provision of an effective ‘IT helpdesk’ function in collaboration with the IT Manager; supporting the Manager Administration in the delivery of communication systems, including mobile device management; and working within the reception team providing seamless facility services and reception duties.

2. COMMUNICATION WITH OTHERS

Position supervised by:	Team Leader Administration
Supervises directly:	Nil Staff but may provide day to day support to reception/admin trainee &/or volunteer
Communicates internally primarily with:	Team Leader Administration, IT Manager, Manager Administration, Reception staff, other UMFC staff.
Communicates externally primarily with:	ITConnexion, People contacting the Agency via phone, email or in person, including clients, other service providers, suppliers and external contractors.

3. KEY RESPONSIBILITY AREAS (KRAS)

Consistent with the UMFC values of Participation, Respect, Excellence, Justice and Honesty, this position provides high quality, efficient services through the following Key Responsibility Areas:

<p>KRA 3.1 Information Technology</p> <p>Under the guidance and direction of the IT Manager/Team Leader Administration, take responsibility for the following IT functions including (but not limited to):-</p> <ul style="list-style-type: none">• Oversee IT Helpdesk;• IT troubleshooting & communication;• Virtual Meeting procedures & assistance i.e; Teams and Zoom• Staff IT related training;• Printing systems – operations and issue management;• Password/security maintenance and issue management• Asset maintenance and replacement and register recording• In the absence of the IT Manager or as directed, communication with UMFC IT Providers, ITConnexions.• Co-ordination and collect internet/website materials for posting/updating or editing.
<p>KRA 3.2 Administration/Reception</p> <p>Under the direction of the Team Leader Administration and ensuring high quality outcomes for staff and others,</p> <ul style="list-style-type: none">• as required, undertake the administration duties/ reception function/relief across the Agency in accordance with the duties List appended to this PD.• undertake administrative projects e.g assist with annual report preparation and printing, document management, office movement/changes etc.• take a lead role in the provision of effective telephone (mobile) systems and oversee the Agency's mobile device management Airwatch program.
<p>KRA 3.3 OHS/ Health and Wellbeing Group</p> <ul style="list-style-type: none">• As an ongoing member of the OHS and HAWG committees, actively contribute to achieving great outcomes by working collaboratively with other team members on legal compliance, best practice problem solving, and innovation and• Contribute to activities directed to supporting the physical and psychological safety, health and wellbeing of the overall UMFC workforce
<p>KRA 3.4 Agency Culture</p> <p>Support the creation and maintenance of a culture that reflects the Agency values of participation, respect, excellence, justice and honesty.</p>

KRA 3.5 Team Work

Actively participate as a team member in relevant meetings, professional development processes such as supervision, training and quality improvement processes in line with program and UMFC guidelines and requirements.

KRA 3.6 Occupational Health Safety and Environment

In addition to the OHS Committee role, actively undertake all OHSE requirements appropriate to the position & consistent with legal obligation and UMFC culture, policy and procedure.

KRA 3.7

Other duties/delegations as directed, relevant to the main focus of the position.

4. PHYSICAL REQUIREMENTS OF THE POSITION

(Key of estimated daily requirements: Not Required=0%, Marginal=1-5%, Occasional=6-20%; Regular=21-50%, Frequent=51-70%, Continuous=> 70%)

- Sitting – Continuous
- Computer based tasks – Continuous
- Driving – Regular
- Lifting – Regular
- Walking

5. KEY SELECTION CRITERIA

- 5.1 Appropriate qualifications and relevant experience in IT and Administration, including competence in using software such as MSOffice and well developed intranet and website management knowledge.
- 5.2 Demonstrated ability to work in a systematic and organized way as part of a team with the ability to effectively prioritise workloads and, as required, undertake small projects within defined parameters
- 5.3 An understanding of the not for profit community sector and the services provided, along with the capacity to engage with both clients and staff providing great customer service
- 5.4 An understanding of and commitment to performing the role compliant with confidentiality and privacy requirements
- 5.5 A knowledge of OHS legislation and the motivation to work collaboratively on these related committees to drive safety, health and wellbeing within the Agency.
- 5.6 The ability to communicate effectively and professionally, both verbally and in writing, with a wide range of people.
- 5.7 Personal attributes including a high level of emotional intelligence, resilience, flexibility, a sense of humour and a strong commitment to the Agency values of Participation, Respect, Excellence, Justice and Honesty.

6. ADDITIONAL ESSENTIAL REQUIREMENTS OF THE POSITION FOR SUCCESSFUL APPLICANTS

- 6.1 A satisfactory Victorian Working with Children Check
- 6.2 A satisfactory Police Check
- 6.3 Current driver's license

7. WORK CHALLENGES/PRESSURES

- Highly fragmented duties/tasks responding to a variety of 'customers'
- Dealing with distressed clients in emergency situations
- Working with families expectations and meeting their needs
- Competing priorities from different programs
- Being supervised by Team Leader Administration, but working collaboratively (& sometimes under instruction from) with the IT Manager.
- Time constraints and work commitments

8. SUPERVISION

At UMFC, supervision is considered to be an integral part of service delivery and workforce management. The development and maintenance of skilled and supported workers depends in large part on the support and structured reflection provided by the supervision framework.

Supervision has a number of benefits for workers, clients, and the organisation, including:

- Protection and a commitment to quality service provision for clients through case review
- A forum of accountability for those to whom the worker is accountable (clients, organisation, profession)
- A reflective space for workers to identify their strengths and weaknesses and any personal issues that may impact on their professional practice
- An opportunity for workers to build their skills and identify areas for future development in a supportive environment.

Supervision is a requirement for all workers at UMFC and must, at a minimum, be provided:

- on an individual basis
- for 2 hours per month (pro rata).

9. CONTRACT OF EMPLOYMENT

All persons employed by the agency are employed under contract. Each contract will provide specific information relating to policies and procedures, including the code of conduct, confidentiality and privacy procedure and pre-existing medical conditions which are required to be signed by persons commencing employment at UMFC.

10. DECLARATION OF CURRENT AND ONGOING CAPACITY

1. I have read and understood this Position Description and in signing this document agree that I am capable of fulfilling all of the requirements of the position described both in writing in this document, along with any verbal explanations in terms of:
 - a) The knowledge, skills and attitudes required, and
 - b) My physical and psychological capacity to undertake the work.

2. Additionally I agree to notify the Agency immediately of **ANY CHANGE** in my capacity to meet the requirements as outlined in this position description. This may include, but is not limited to:-
 - any changes in the status of my driver's license
 - my ability to meet any required professional registration
 - any compliance requirements such as the DWES where relevant), WWC check and police check.

Signed: _____

Date: _____

APPENDIX: ADMINISTRATION IT OFFICER – DUTIES STATEMENT

AGENCY FUNCTIONS
<ul style="list-style-type: none">• Support Manager of Administration in organisation and running of Agency functions
CONTRACTORS
<ul style="list-style-type: none">• Communication with Agency contractors
INDUCTION
<ul style="list-style-type: none">• Support Team Leader with Staff Inductions including Administration inductions.
IT / PRINTERS
<ul style="list-style-type: none">• As per KRA 3.1 on Position Description
TELEPHONE SYSTEMS
<ul style="list-style-type: none">• As per KRA 3.3 on Position Description• Trouble Shooting• Updating phone lists• Support Manager Administration with mobile plans and hardware
OHS & WELLBEING
<ul style="list-style-type: none">• Emergency Evacuation• MSDS Sheets• Staff Safety Sheet• Staff Health and Wellness
PROCEDURE & GUIDELINES
<ul style="list-style-type: none">• Updating procedures
PROJECTS
<ul style="list-style-type: none">• As required i.e: calendar events, annual report support etc.
RECEPTION/ADMINISTRATION TASKS
<ul style="list-style-type: none">• Meet and greet clients and referring where appropriate• Provide program/staff support• Updating Data Bases• Maintaining floorplans• Archiving coordination <p>Backfill/support reception as required by:</p> <ul style="list-style-type: none">• attending phones.• ordering and purchasing necessary stationery, amenities and equipment;• maintaining the office facilities and equipment;• office efficiency including: IT trouble shooting; mail management; banking; receipting; invoicing, petty cash; filing; typing, maintenance of resources, manuals, registers, central diary and information; archiving; catering; induction of staff on reception/administrative processes and other specified projects as required;
Resource Management
<ul style="list-style-type: none">• Staff training on Agency resources• Resource Maintenance• Room bookings• Calendar creation on Outlook
SECURITY
<ul style="list-style-type: none">• Coordinate security pins with Security company• Liaise with Security company