



Duty Statement

Administration Officer

Position	Administration Officer
Hours	Negotiable between 28 and 38 per week.
Level	CRCC Multiple Enterprise Agreement (MEA) based on above award level ACT SACS 4 – to SACS 5
Salary range	\$ 22.99 - \$26.01 per hour, dependant on skills and experience
Reports to	The Administration is accountable to the Executive Officer, CRCC
Special conditions	<p>Relevant experience and training in office systems, administrative services, computer systems and or bookkeeping. A minimum of 3 years previous work experience is required.</p> <p>This is a woman only position as a genuine occupational qualification under</p> <p>S 34 (1) of the Discrimination Act 1991</p>

1. Accountability areas and outcomes (span of accountability)

Key Focus Area	Outcome
Services:	
<ul style="list-style-type: none"> • Client: refers to what the position is accountable for in relation to service delivery to clients. May include such considerations as timeliness and appropriateness of management, timeliness and appropriateness of referrals, approach used. 	n/a
<ul style="list-style-type: none"> • Planning/Work Organisation/ Meeting Job Responsibilities/Reporting: refers to the timeliness, appropriateness, quality and effectiveness with which the staff member plans and organises work, meets job responsibilities set out in the duty statement, and meets reporting requirements. 	<ol style="list-style-type: none"> 1. CRCC's office supports the Executive Officer and the work of CRCC. 2. The Executive Officer and management team has the office and administrative support required to undertake their role. 3. CRCC's management decisions are based on reliable, timely and current and information.
<ul style="list-style-type: none"> • Skills and Development: refers to the match between the skills and experience of the staff member and the nature of the work required. Also includes appropriate identification of development needs and demonstrating personal responsibility in ensuring ongoing development in areas of identified need or in accordance with professional requirements. 	<ol style="list-style-type: none"> 4. Skills and qualifications are appropriate to the work undertaken.
Organisational Strengthening:	
<ul style="list-style-type: none"> • Team/Organisation: refers to the relationship with colleagues, contribution to a spirit of cooperation, proactive sharing of information and contributions to pool of knowledge, coordination of services with other parts of the organisation, consultation with others, overall attitude towards work, clients and colleagues. 	<ol style="list-style-type: none"> 5. Work is coordinated with the wider CRCC. 6. Relationships with peers, management team and the staff of CRCC are supported, maintained, built and strengthened.

<ul style="list-style-type: none"> • CRCC Philosophy, Values and Frameworks: refers to the demonstration of the organisational philosophy, values and frameworks, eg. Feminist organisation committed to the safety and empowerment of women and children, feminist service delivery, commitment to a strong structural understanding of power and gender in today's society, encouragement of men to take responsibility for addressing sexual violence against women and others, working with and alongside Indigenous communities/organisations and to human rights frameworks and principles 	<p>7. CRCC philosophy, values and frameworks are demonstrated in policies, procedures and processes.</p>
<ul style="list-style-type: none"> • Resource Management: refers to the appropriateness of planning and deployment of staff resources and approval of spending within financial constraints; management of centre budget. 	<p>8. Administrative activities of CRCC are coordinated. 9. Resource decisions are informed by financial and resource information.</p>
<ul style="list-style-type: none"> • Systems and Infrastructure: refers to the appropriateness of systems, policies, procedures and infrastructure, the extent to which they are understood and followed, whether they are up to date and support the work of CRCC. 	<p>10. Office equipment, facilities, technology, data systems and record management support the work of CRCC. 11. The policies and procedures of CRCC are followed.</p>
<p>External Relationships:</p>	
<ul style="list-style-type: none"> • External Stakeholders: refers to the quality of the relationship built and maintained with relevant agencies, services, communities and other workers. Includes quality, frequency, effectiveness and appropriateness of networking and education/support provided 	<p>12. Relationships with external agencies, are maintained, built and strengthened.</p>
<p>Community Engagement:</p>	
<ul style="list-style-type: none"> • Community Engagement: refers to the raising of awareness and knowledge in the broader community of the causes of, impacts of and alternative responses to rape and sexual violence 	<p>n/a</p>

2. Responsibilities and tasks (span of responsibility)

Note: The numbers in square brackets show the link between responsibilities/ tasks to the outcome above.

The AO is responsible for undertaking administrative responsibilities associated with: routine administrative tasks; governance aspects such as minutes, agendas, notices etc; reports to funding bodies; publicity; and employment records and assistance with financial reports and bookkeeping.

The Administration Officer will be required to:

- Work with the Executive Officer, Coordinator, Finance Officer and Book Keeper to manage the office of CRCC. [1]
- Provide or oversee executive assistance to the Executive Officer, including diary assistance, meeting summaries, agendas, minutes, notices, attendance at key meetings etc. [2]
- Assist and provide support with publicity activities. [1]
- Assist with project management logistics such as contract compliance, meeting and event organisation, venues, refreshments, notices and insurances etc. [1]
- Assist with logistics associated with pending relocation of premises [1]
- Undertake general office management including filing systems, communication systems, photocopying, printing, mail, e-mail and general office services. [2]
- Oversee and trouble shoot computer technology problems. [10]
- Oversee the preparation of annual reports, the AGM any SGMs, and other key meetings of the organisation. [3]
- Alert the Executive Officer to any administrative issues as they emerge. [3]
- Maintain and develop skills in word processing, publishing programs, graphics, MYOB (or other book-keeping package), ACCESS and/or Excel. [4]
- Ensure administrative work undertaken by other areas of CRCC (i.e. SAMSSA) is coordinated and integrated with the CRCC office. [5]
- Build, maintain and strengthen relationships with peers, management and the staff of CRCC as part of providing administrative support. [6]
- Ensure any administrative or support processes undertaken are consistent with the CRCC philosophy, values and frameworks. [7]
- Assist with the maintenance of data systems such as program data collection, mailing lists, mail merges, employee records. [10]
- Communicate with organisations, when instructed, including NGOs and government agencies particularly ACT community services and women's services on behalf of the Executive Officer. [12]

3. Levels of decision making (span of control)

Control Area	Span
Finance	Make petty cash purchases, balance petty cash, purchase office items and furniture etc
Operational decision making	The person in this position is able to make decisions about developing operational administrative processes. Consultation with staff, Coordinator or EO will need to occur for development of some most new administrative processes.

4. Selection Criteria

- Very good communication skills and presentation
- Demonstrated experience working well as a team member and encouraging and supporting other people to work as a team
- Very well developed computer skills including word processing and publishing programs, graphics, previous use in MYOB (or other book-keeping package); ACCESS and/or Excel and the willingness to develop these skills further if necessary
- Demonstrated capacity to work with senior executive level staff in both NGO and government agencies
- Ability and willingness to work with limited supervision, to exercise discretion and good judgment and to seek advice when needed
- Ability and willingness to respect and work with diversity and difference in the workplace and in the community
- Commitment to work within the philosophies of the organisation and awareness of gender and power issues involved in sexual assault
- Flexibility and the capacity to work under pressure and to manage stress effectively

Desirable requirements:

- Previous experience working in an advocacy or service delivery organisation
- Current knowledge and experience of the ACT community services and women's services in the ACT
- Certificate level training in office management, and/or basic bookkeeping
- Previous experience in OH&S systems or willingness to undertake OH&S training

Qualifications:

Relevant experience and training in office management, administrative services and or bookkeeping. A minimum of 3 years previous work experience is required.