



POSITION DESCRIPTION
Administration Support Officer
Part-time (0.8 FTE)

ABOUT WOMEN WITH DISABILITIES VICTORIA

Women with Disabilities Victoria (WDV) is the peak organisation for women with Disabilities in Victoria. Our mission is to advance real social and economic inclusion for women with disabilities in Victoria by being a voice, creating opportunities to be visible and heard, building partnerships to deliver the best results, and engaging the community to challenge attitudes and myths about women with disabilities.

POSITION CONTEXT

The **Administration Support Officer** is a member of the WDV Operations team and provides administrative support for the effective delivery of WDV's corporate and program activities.

Responsibilities include reception services and mail management, coordination and support of meetings and events; booking travel, accommodation and accessibility services, management of equipment and office supplies, maintaining supplies of corporate publications, supporting financial and records management.

The position would suit an energetic and confident administration all-rounder who enjoys working with a diverse range of people every day, has the capacity to multi-task and prioritise, and can apply a consistent, quality and values-driven approach to the delivery of administrative tasks and processes.

EMPLOYMENT CONDITIONS

Classification: Women's Health Victoria Enterprise Agreement 2007
Level 2 - Salary range between Year 1 - Year 5 (pro-rata of \$56,138 - \$61,256) plus 9.5% Superannuation and Salary Packaging available

Hours of Work: 0.8 FTE (60.8 hours per fortnight)

Tenure: From date of appointment until 30 June 2022 and is subject to a three-month probationary period.

Position Location: Level 9, 255 Bourke St, Melbourne. All WDV staff are working from home until further notice under Covid-19 State of Emergency.

PROBITY & COMPLIANCE REQUIREMENTS

- Current consent to check and release National Police Record with a satisfactory outcome.
- Current consent to undertake and release a Working with Children check if required.
- Must possess Australian Citizenship or permanent resident status with applicable work visa.
- WDV is a smoke free workplace.
- WDV meets the special measures requirements of the Equal Opportunity Act (2010) for the purpose of promoting or realising substantive equality for women and women with disabilities.

POSITION OBJECTIVE

The Administration Support Officer is a member of the WDV Operations Team and provides administrative support for the effective delivery of WDV's corporate and program activities.

KEY RESPONSIBILITIES

The position is responsible for delivery of administration tasks and processes supporting whole-of-WDV operations, including:

- Responding to email, phone and reception enquiries.
- Managing incoming and outgoing mail, including bulk mailouts.
- Managing the booking of catering, meeting rooms, venues, travel and Accommodation.
- Managing the booking of internal IT, audio-visual and accessibility equipment.
- Managing the booking of external accessibility services, including interpreters and support workers.
- Supporting the delivery of internal meetings, including assisting with meeting setup and pack-down, signage and wayfinding.
- Coordinating the planning and delivery of whole-of-WDV events.
- Supporting the planning and delivery of the biennial Brenda Gabe Leadership Award.
- Assisting with banking, maintenance of petty cash and invoicing.
- Coordinating housekeeping rosters and maintaining office supplies.
- Maintaining supplies of corporate publications.
- Assisting with records management and archiving.
- Updating office processes and procedures as directed.
- Other administration tasks and processes as directed.

The position is also responsible for supporting the planning and delivery of the biennial Brenda Gabe Leadership Award. This award is given out every two years.

- Working with and taking direction from nominated WDV Board member.
- Support process of all award nominations through to award winner.
- Provide guidance and advice for award nominees.
- Provide guidance and support to the award winner.

- Provide administrative support to WDV Board Governance Officer if required.
- Complete administrative tasks in a timely manner that are necessary for the award process to be managed effectively.

The position is also responsible for delivery of the administrative tasks and processes outlined above to support:

- WDV Program Teams in the effective delivery of planned activities and events; and
- The individual workplace access requirements of WDV staff and board directors, to assist them to carry out their duties effectively.

(Note: Provision of personal care is not a requirement of this position).

GENERAL RESPONSIBILITIES

The following responsibilities are required to be carried out by all staff at WDV:

- Contribute to WDV's capacity as a feminist organisation to deliver its goals, enable and support high performing teams and foster productive internal and external relationships.
- Provide verbal and written reports and activities data as appropriate.
- Active involvement in a reflective learning organisation committed to strategic and operational planning, setting performance objectives, policy development and review, evaluation, risk identification and risk management.
- Work within organisational policies, procedures and Enterprise Agreement
- Undertake other duties as directed within each person's scope and abilities
- Health safety & wellbeing requirements:
 - Participate in and contribute to Occupational Health Safety and Wellbeing activities to ensure a safe work environment for staff, clients, contractors and visitors.
 - Comply with WDV OHS policies and procedures to participate in the achievement of a safe working culture.
 - Follow OHS standards, and raise any concerns in the appropriate manner.

OHS ADVICE FOR THIS POSITION

1. This position will require light manual lifting, including moving of tables and chairs for meeting set-up, carrying and set-up of IT, audio-visual and accessibility equipment; arranging for transport and/or transporting of resources and equipment to meetings and events, arranging transport of bulk mailouts and packaging, bulk photocopying, and assistance with management of office supplies and waste.

2. Work undertaken by WDV will bring employees into contact with information and experiences related to violence, abuse, exploitation of and discrimination against women with disabilities. WDV can offer supports, including our Employee Assistance Program, to women in the organisation who are working in this area.

ORGANISATIONAL RELATIONSHIPS

Internal Relationships & Extent of Authority

- Contribute to the culture of the decision making processes incorporating cooperation, collaboration and shared accountability with other staff, and the Board.
- Work collaboratively as a member of the Operations team.

External

- Contribute to maintaining professional and effective relationships with WDV Directors, Members and key stakeholders.

Accountability

- The position reports to the Senior Operations Manager, on agreed workplan objectives.
- The position is subject to annual performance appraisal.

SELECTION CRITERIA

1. Commitment to feminist principles and the rights of women with disabilities.
2. Relevant administration qualification/s and/or at least 2 years' experience in a similar role
3. Intermediate MS Office application skills (including Word, Excel, Outlook and Teams) and Zoom Video Conferencing. Experience using Office 365 in web and app environments. Skills in use of Smartsheet (or willingness to acquire these skills) would be well regarded.
4. Excellent attention to detail, organisational, time management and prioritising skills.
5. Excellent customer service skills, with the ability to communicate effectively and professionally with diverse stakeholders and communities, verbally and electronically.
6. Ability to multi-task to complete a range of administrative tasks.
7. Capacity to implement administration procedures and instructions, document control and records management systems and processes.
8. Ability to work both individually and within a team environment.
9. Lived experience as a woman with a disability is highly regarded.

POSITION CLASSIFICATION: Level 2

WHV Enterprise Agreement 2007 Level Two Classification definition is as follows:

- i. Work is likely to be without supervision, with general guidance on progress and outcomes sought.
- ii. Responsibility for, and limited organisation of the work of others may be involved.
- iii. Freedom to act is governed by clear objectives and/or budget constraints which may involve the contribution of knowledge in establishing procedures where there are no defined established practices.
- iv. Solutions to problems are generally found in precedents, guidelines or instructions, with assistance available from senior employees.
- v. Competency at this level involves the application of knowledge with depth in some area and a broad range of skills. There is a wide range of tasks and roles in a variety of contexts, with complexity in the range and choice of actions required.
- vi. Competencies are normally used within routines, methods and procedures where discretion and judgement is required, for both self and others in planning and selection of equipment, work organisation, services, actions and achieving outcomes within time constraints.

POSITION COMPETENCIES: Level 2

- i. Understanding and ability to apply knowledge of the functions of the service in carrying out responsibilities to internal/external clients.
- ii. Ability to meet team goals through completion of individual work, within a personal/team work plan that identifies goals, expected results and appropriate time frame.
- iii. Work area goals are achieved through constructive participation to solve problems and through completion of personal tasks. Staff development needs are identified.
- iv. Ability to communicate with others in a manner which conveys the message(s) intended and is adjusted to meet the need or differences of the situation or clients or work colleagues. Written materials can be understood by the reader.
- v. Suggestions for changes in environment or workplace practices are made. Contributions to the implementation of change are made and people are supported in adjusting to changes.
- vi. Understanding and ability to manage time, develop plans, practice ethical behaviour and develop personal skills.
- vii. Understanding and ability to find information, analyse it and form it into options that identify possible solutions.
- viii. Ability to set up equipment and use appropriately in accordance with occupational health and safety guidelines.

PD Date of approval: 1 March 2021