



# Senior Administration Officer

## Position Description

<b>Reporting to:</b>	Operations and Business Services Manager	<b>Work location:</b>	Hobart, Launceston or Devonport
<b>Department:</b>	54 reasons	<b>Budget holder:</b>	No
<b>Team:</b>	Operations and Business Services	<b>Direct reports:</b>	Nil

### About 54 reasons

54 reasons is Australia's leading child rights organisation, proudly part of the Save the Children Australia Group and global movement. We're here to make sure that everyone understands their rights. So that children and young people have their rights met and thrive, in all their diversity.

We champion the children, young people and families we work with. We are inspired by the curiosity and creativity of children, and motivated by the love of those who care for them. With the child's voice at the centre, we provide quality services to children and their caregivers, advocating with them so that children develop, learn, and are connected, safe and confident.

Our people are proudly local, and as diverse as the communities we serve - in every state and territory, and across regions, remote areas and capital cities. With operations in every state and the NT, our services span the early years and school engagement, youth justice, domestic and family violence and family support, and our practice is grounded in child rights and participation.

### Role Purpose

The key focus areas of the Senior Administration Officer role are:

- Provide effective and efficient administration and operational support to the <Tasmanian> team, under guidance of the Operations and Business Services Manager
- Contribute as a member of the organisation-wide administration team, collaborating on administrative process improvement projects and providing support as required

### Key Areas of Accountability

#### Administrative Support

- Provide high quality administrative support in line with organisational standards, being the first point of contact for all internal and external stakeholders
- Order and maintain stock levels of required supplies as needed
- Manage all IT queries, and liaise with the IT team to gain resolution
- Act as a first point of contact for staff regarding questions related to administrative and operational procedures
- Assist with preparation of events, functions and meetings as requested
- Provide support for staff and network meetings including scheduling assistance, and distribution of agendas and minutes
- Provide administrative support to programs as requested
- Enter invoices and credit cards for processing and ensure all coding is correct
- Support State Director and Operations and Business Support Manager with ad hoc tasks, as required
- Maintain common areas, including reception, meeting rooms, kitchen, archives, noticeboards and storeroom, ensuring clean and tidy presentation at all times.

#### Operational Support

- Liaise with other departments, including IT, Risk and Business Services, to ensure offices/sites and teams are supported and following the correct processes for procurement of equipment, garaging vehicles, etc.
- Organise logistics and travel for team members
- Process utilities and equipment/resources invoices for program sites, assisting teams with Agresso as required



- Manage fleet vehicle coordination, ensuring that logbooks are up to date and car inspections are recorded

#### Compliance

- Ensure employees who utilise vehicles have a current, valid driver's licence
- Coordinate and maintain staffing compliance with support from the People and Culture team, helping ensure that all child safeguarding checks are current (Working With Children Checks / Fit2Work)

#### Health, safety, security and risk management

- Be a role model for safety and security and comply with all workplace safety policy, procedure, work instructions and training
- Act safely at all times
- Report all incidents, injuries and potential hazards in a timely manner
- Participate in, and contribute to, health and safety awareness and improvements
- Be aware of, document and manage the risks associated with your team's programs and workplaces and ensure appropriate elimination or mitigation measures are applied

#### Child protection and safeguarding requirements

- Maintain a child safe environment at the workplace and safeguard children's rights, acting in the best interests of children at all times
- Comply with the Child Safeguarding Code of Conduct and child safeguarding and protection policies and standards (click [here](#) to view further details)
- Demonstrate the highest standards of behaviour towards children in both your private and professional life
- Never abuse the position of trust that comes with being a part of the Save the Children family
- Maintain a safe and positive relationship at all times when working with children and young people
- Respond to any concerns for the safety or wellbeing of a child in a program in accordance with internal reporting processes
- Work with the Operations Manager and liaise with stakeholders in relation to complying with risk protocols across programs

## Person Specification

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#### Essential knowledge or experience

- Prior experience in a client facing and/or administrative role
- Exceptional customer service focus (both internal and external stakeholders)
- Rapport building and relationship building abilities
- Highly developed verbal and written communication skills
- Ability to liaise with a diverse range of people, stakeholders and customers
- Strong time management and organisational skills, and ability to work under pressure to tight deadlines
- High levels of attention to detail and quality
- Demonstrated knowledge of office management/administration protocols, processes and procedures
- Prior experience working in a fast paced environment and to strict deadlines
- Strong commitment to providing high levels of customer service (both internal and external stakeholders)
- Initiative, flexibility and ability to work independently as well as in a team
- Ownership and accountability of one's work
- High levels of confidentiality and integrity (relating to both data and verbal communication)

#### Required qualifications and/or accreditations

- Certificate/Diploma in Business Administration, PA/Secretarial studies, Customer Service, Project Management, desirable.

## Additional Information

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- Any offer of employment at 54 reasons will be subject to a satisfactory National Police Record Check and, where required, a Working with Children Check
- Employees must sign on to Save the Children Australia's Child Safeguarding Policy and Code of Conduct
- Ongoing performance and employment will be measured against KPIs, values and demonstrated behaviours outlined above

- 54 reasons is an Equal Opportunity Employer

**Driver's Licence:** Preferred

**Working with Children Check:** Required

**Travel:** Some intra state travel by negotiation.

**Assets:** All work-related assets provided.