

Group Operations Administration Assistant Position Description

Reporting to:	Executive Assistant to COO	Work location:	Carlton
Department:	Group Operations	Budget holder:	No
Team:	Group Operations	Direct reports:	Nil

Role Purpose

The role is responsible for running and coordinating the day-to-day administrative duties of the Group Operations team, encompassing IT, Legal and Company Secretary, Risk, Property, Procurement and Project Delivery functions. This essential role provides support to the Group Operations function through various general administrative duties such as scheduling meetings, maintaining Melbourne Office facilities, distributing mail correspondence, invoice management, and other various ad hoc duties.

Key Areas of Accountability

Reception and Facilities for Save the Children's Head Office (~40%)

- Provide a welcoming and positive atmosphere for all visitors, guests and employees
- Support employee induction relating to building access and office norms
- Maintain up to date inventory of building access passes, locker allocations
- Coordinate the incoming and outgoing mail, courier services and related accounts
- Ordering and taking stock of office supplies, including office supply distribution (milk, kitchen supplies, stationery etc)
- Respond to business queries and maintain relationships with Sub Tenants
- Coordinate maintenance requirements for Melbourne Office
- Car Park management, including managing visitors log
- Accountable for the overall presentation of the national Head Office including meeting rooms, collaboration spaces and common areas

General Office Administration & Group Operations Administration (~60%)

- Answering and directing phone calls, email communications to relevant staff
- Scheduling meetings and appointments, including management and board meetings
- Being a point of contact for a range of staff and external stakeholders
- Managing travel bookings for members of COO leadership team
- Ensure timely and accurate processing of supplier purchase orders and invoices, including sub-tenant rental accounts etc
- Pro-active approach to the elimination of waste and simplification of office and administrative processes
- Under direction of Head of Property and Procurement, liaise with key suppliers/representatives to ensure all property records are kept up to date
- Under direction of Head of Property and Procurement, arrange new electricity connections & disconnections nationally
- Update SCA Intranet including Policy Centre and all Group Operations sites to ensure simple, accessible, and current for all teams
- Update and maintain COO/ Group Operations MSTeams channels including office roster, team events and member updates
- Update and maintain COO/Group Operations email distribution lists
- Under direction of the Company Secretary, load Board papers on to the Boardtrac system as required
- Manage purchase order and invoice administration on behalf of all Operations teams
- Circulate documents for signing by DocuSign
- Act as a passionate advocate for office recycling and net zero goals
- Assist with planning and execution of team social events

- Ad hoc Executive Assistant to COO leave cover
- Ad hoc administration as required

Health, safety, security and risk management

- Work with Head of Property and Procurement to ensure sufficient Fire Warden coverage, coordinating training as appropriate
- Under direction of Head of Property and Procurement, ensure all key evacuation information remains current and accessible at all times
- 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

Person Specification

Essential knowledge or experience

- Proficient knowledge of Office 365 software including Sharepoint.
- Experience in customer facing administration role.
- Exceptional customer service focus (both internal and external stakeholders) and an ability to liaise with a diverse range of people.
- Strong time management and organisational skills.
- Ability to work under pressure and to deadlines.
- High levels of attention to detail and quality

Desirable knowledge or experience

- Basic HTML coding/Website/Intranet maintenance and improvement

Required qualifications and/or accreditations

- None required

Additional Information

- Any offer of employment at Save the Children Australia will be subject to a satisfactory National Police Record Check and 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
- Save the Children Australia is an Equal Opportunity Employer

Driver's Licence: Not required **Travel:** Nil required

Working with Children Check: Required **Assets:** Laptop & reception mobile