



WESLEY MISSION VICTORIA POSITION DESCRIPTION

Position Title	Administration Assistant
Services, Business or Department	Executive
Approved by	Jeffrey Pearse, General Manager People and Culture
Date	December 2015

ORGANISATIONAL CONTEXT

Wesley Mission Victoria is a practical expression of the Uniting Church's commitment to social justice. Wesley cares about people who experience loneliness, disadvantage, vulnerability, isolation and disability. Through a range of programs and services, we respond to people's diverse needs and empower them to lead full lives as equal members of our community. Wesley also helps to address the structures in our society that contribute to disadvantage through our policy, research and advocacy work.

Our Vision: A community where all people can participate with dignity and hope.

Our Purpose: We support people experiencing disadvantage and vulnerability to improve their life outcomes. We advocate for a more just society.

Our Values: Everything we do is underpinned by our core values.

- **Hope** is the promise of a better future for every person in a fairer world.
- **Compassion** is seeking to understand the experience of others, standing alongside and being moved to respond.
- **Justice** is the right of all people to be treated with respect and fairness in an equitable society.

POSITION OBJECTIVES AND OVERVIEW

The role of Administration Assistant provides efficient and confidential administrative support to the Executive team and assistance to the Executive Assistants. This position also acts as a lunch time relief for the receptionist and at other times when required.

Wesley Mission Victoria recognises that its organisation is only as strong as its people and having the right people with the right skills and the right culture is integral to fulfilling our goals.



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OUTCOMES/KEY RESULT AREAS

The Administration Assistant is responsible for delivering the following key outcomes for Wesley Mission Victoria:

- Deliver quality, accurate and timely administration support services and achieve the desired outcomes.
- Provide efficient and friendly service to all people who call or present at the office.
- Deliver administration support services that meet all relevant performance and outcome indicators.
- Comply with WMV policies and procedures, accreditation and program standards and relevant legislation.
- Ensure all records are maintained in accordance with WMV policies and procedures.
- Maintain effective relationships with key stakeholders.
- Ensure Wesley Mission safety standards are met, and a safe working environment is maintained. Comply with the requirements of the HSW Policy.

RESPONSIBILITIES

- Coordinate, plan and prioritise Executive appointments, meetings and travel arrangements
- Answer phone calls and direct calls to appropriate person or take messages
- Assist stakeholders by providing information by telephone, in written form, e-mail or in person
- Prepare and modify documents including correspondence, reports, drafts, memos and emails
- Provide general administrative support including mailing, scanning, faxing and copying
- Maintain electronic and hard copy filing system
- Print, collate and coordinate materials required as requested by the Executive Assistants
- Prepare agendas and make arrangements, such as coordinating catering for staff, committee, board and other meetings
- Provide back up support to Executive Assistants
- Reception support and permanent lunch-time cover
- File and retrieve corporate documents, records, and reports
- Foster collaboration and team work within team and across WMV
- Activate Wesley's values of Hope, Compassion and Justice and a culture of continuous improvement and best practice
- Compliance and understanding/familiarity with organisational policies, procedures and relevant legislation (Quality Management System, Equal Opportunity, Health & Safety etc)
- Attend mandatory training sessions (i.e. Equal Opportunity, Bullying and Harassment, Health and Safety), and mandatory training specific to the position (e.g. manual handling, first aid)
- Keep informed through attendance at meetings, internal electronic communication and staff notice boards



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REPORTING RELATIONSHIPS

Reports to: General Manager, People and Culture

Positions who report to: Nil

OTHER WORKING RELATIONSHIPS

- Internal Contacts:**
- Chief Executive Officer
 - Executive Team
 - Executive Assistants
 - Leadership Team
 - Staff, volunteers and clients, as appropriate
- External Contacts:**
- Relevant WMV stakeholders, as appropriate

ORGANISATIONAL REQUIREMENTS

Position-Specific Capabilities

- Essential Qualifications:**
- Relevant professional, management and / or tertiary qualifications (desirable) or sufficient work experience that would be recognised as equivalent
- Experience:**
- Secretarial, administration and project coordination experience at an Executive level within a community services or similar organisation
- Key Competencies:**
- Experience in organising and preparing for workshops and meetings
 - Ability to manage and prioritise a range of tasks, plan workloads and work to deadlines, as well as being able to adapt to changing priorities and work demands
 - Exceptional time management and organisational competence
 - Excellent interpersonal and confident communication skills (written and verbal)
 - Knowledge and understanding of efficient and effective office systems, processes and workflows
 - Flexibility to meet competing demands of stakeholders
 - Ability to establish and maintain positive working relationships with stakeholders and colleagues
 - Innate customer service and continuous improvement focus
 - Ability to work effectively in a team and unsupervised



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Other:

- Maintain confidentiality and demonstrate tact and diplomacy
- A current Victorian Drivers Licence
- A satisfactory police records check is a condition of this position and repeated every three years
- A satisfactory international police check, where relevant, is a condition of this position
- Act in accordance and comply with all relevant organisational policies, procedures and relevant legislation

Note

This position description is subject to review and may change in accordance with the needs of Wesley Mission Victoria, its operations, and its clients and customers.

Signed by Manager: _____ **Date:** _____

I, accept the position as specified above.

Signed by Employee: _____ **Date:** _____