

Position Description



Position Title	Administration and Facilities Officer, Head Office
Physical Location	Mount Gambier, South Australia
Geographical Responsibilities	Organisational
Classification Level	Level 2 of the Social, Community, Home Care and Disability Services Industry Award 2010
Created	Dec 2018

POSITION SPECIFICATION

Environment

ac.care is a non-government organisation (NGO) with charitable status, created by country people for country people. The organisation started in 1986 and provides community services to the South Australian country communities of the Adelaide Hills, Limestone Coast, Murraylands and Riverland.

The Administration and Facilities team supports ac.care's strategic business goals by delivering a diverse range of functions. These include but are not limited to administration, compliance, contractor and supplier support, facilities management and fleet management.

Primary Job Purpose

The Administration and Facilities Officer will serve customers (internally and externally) by providing administration, facilities and fleet management support, including ac.care product and service information; as well as resolving any service delivery problems.

Reporting/Work Relationships

Internal

- Reports to the Coordinator, Administration and Facilities
- Collaborative working relationship with all ac.care staff
- Direct Reports: Nil

External

- Customers and the general community
- Existing and potential suppliers and contractors

Special Conditions

- Current driver's license is essential (Minimum SA 'Class C' or interstate equivalent).
- Satisfactory Child Related Employment Screening must be maintained in accordance with ac.care policy
- Child Safe Environment Certificate must be maintained in accordance with ac.care policy
- Must be willing to drive in the course of their duties.
- Out-of-hours work including travel involving overnight absences may be required

Key Responsibilities

Strategy

- In consultation with the Coordinator Administration and Facilities, assist in the implementation of a range of Administration and Facilities initiatives that span across (but not limited to):
 - Client Centred approaches
 - Administration, compliance and insurance
 - Fleet (Motor Vehicle) Management
 - Facilities Management
 - Contracts Management
 - Continual improvement and risk management
- Assist in the development and implementation of work plans which reflect ac.care's strategic and business plans
- Manage risk in accordance to ac.care policy and procedures

Leadership

- Responsible for managing time, planning and organising own work

Culture

- Actively promote and role model the ac.care values of Compassion, Adaptability, Relationships, Excellence
- Establish, build and maintain good relationships with customers and staff
- Manage large amounts of incoming calls and responding to enquiries
- Greet customers warmly and ascertain reason for calling or attending an ac.care site, and helping with their individual pathway
- Resolve product or service problems by clarifying the customer's grievance; determining the cause of the problem; selecting and explaining the best solution to solve the problem; following up to ensure resolution.

Process Improvement

- Identify, review and update processes and systems to reflect lean and best practice principles
- Participate in internal audits and compliance processes and/or evaluations
- Identify opportunities for integrated service delivery
- Prepare product or service reports by collecting information and working within defined processes.
- Maintain and implement records management processes

- Work together with ac.care staff and customers to find solutions
- Resolve minor work procedural issues in the relevant work area
- Prepare petty cash, cash payment summaries, banking reports, post journals to ledgers etc. and apply purchasing and inventory control requirements.

Capability Development

- Promote and contribute to an environment of continuous learning and improvement
- Foster a positive customer service culture
- Coach and support ac.care staff in the use of administrative systems and processes

Other duties as directed by the Administration and Facilities Coordinator as part of the employer/employee relationship within the scope of the role of Administration and Facilities Officer

Selection criteria - essential

- Demonstrated capacity to work well with others in a cross functional environment to achieve team goals, share information, support others and show consideration and respect.
- Demonstrated commitment, drive and initiative, with the ability to work independently within established routines and procedures.
- Demonstrated experience in customer service and administration
- Demonstrated ability to work independently and deal with competing demands and prioritise work
- Advanced skills in Microsoft Office e.g. word, excel, powerpoint, outlook
- High level of communication skills (listening, verbal and written), including the ability to establish rapport and maintain a positive relationship with clients and other service providers
- Ability to respond to challenging situations in a flexible manner
- Ability to liaise and negotiate with customers e.g. conflict resolution, negotiation and advocacy skills
- Ability to work with people from diverse backgrounds
- Ability to work with and be sensitive to the needs of others, in a welcoming and non-judgemental environment
- Ability to handle all enquiries with diplomacy, tact, empathy and confidentiality
- A mature approach with attention to detail

Highly regarded

- Experience in a community services setting

Acceptance

Position holder signature _____

Name (printed) _____ Date _____