

Administration Officer

Position Title:	Administration Officer
Reporting To:	Administration Team Leader
Location:	Flaxton, Gympie, Maleny or Nambour
Status:	Permanent

The Organisation

Blackall Range Care Group Ltd is a not-for-profit organisation that provides high quality aged care and disability services in the Sunshine Coast region. Services include:

- Personal care and domestic assistance
- Community Access
- Nursing and Allied Health care
- Day Centre
- Flexible Respite Options
- Home Maintenance and Home Modifications
- Transport
- Aids and Equipment

Functions of the Role

The Administration Officer is responsible for providing high quality administrative support to the organisation. The position supports operations by performing a variety of administrative tasks under the direction of the Administration Team Leader.

Roles and Responsibilities

Organisation

- Works within the role and responsibilities for the position and complies with all organisational policies, regulations and standards, our values and the Code of Conduct.
- Maintains professional and technical knowledge by participating in training and development activities.
- Represents the organisation as the first point of contact via a range of communication methods.
- Contributes effectively to team effort by accomplishing related results as needed.
- Maintains a high level of professionalism at all times.

Duties and Tasks

- Provides administration support to a variety of areas within the organisation;
- Performs reception duties, including telephone queries, welcoming visitors and conducting frontline communications in a professional and courteous manner;
- Assists with scheduling transport appointments, booking venues and meeting rooms (internal and external) and receiving visitors to the office;
- Uses a range of software products including Microsoft Office, TurnPoint and other applications;
- Cooperates with the development and production of the newsletter, infocasts, flyers, posters and other media using the Canva program;

- Monitors shared inbox and deals with incoming mail accordingly;
- Applies established practices and procedures in administration operations;
- Coordinates events management and catering for in house and external events;
- Conducts financial transactions for clients as directed including electronic payments and receipt of cash transactions;
- Orders stationary, stores and supplies as required;
- Undertakes routine administration duties including:
 - Mail collection and distribution;
 - Word processing and spreadsheet activities;
 - Photocopying and scanning;
 - Ensuring a professionally presented office;
 - Provide relief for other Administration Officers at other sites when required;
 - Records maintenance and archiving.
- Works collaboratively with the Administration and Care Services Team and other BRCG Team Members;
- Ensures discretion and confidentiality of information/documents is maintained at all times;
- Assists with mailouts and other company correspondence;
- Within day-to-day operation, communicates with other organisations, agencies, clients, carers, Team Members and others as necessary.

Other

- Performs other related duties as assigned by the management team and ensure all deadlines are met;
- Ensures a strong customer service focus through responsive, effective customer engagement;
- Contributes effectively to organisational events and activities and represents the organisation in a professional manner at internal and external events.

Key Relationships

- Administration Team Leader
- Corporate Services Manager
- Management team
- Team Members, Clients and Stakeholders

Key Selection Criteria

- Qualifications commensurate with the position;
- Ability to meet the requirements of Criminal History screening procedures;
- Two years' experience in an administrative and/or reception position is desirable;
- Demonstrated high level of interpersonal skills and the ability to communicate effectively with a wide range of people;
- Confidence in dealing with the public and an excellent phone manner and a high attention to detail;
- Ability to articulate a values framework that is consistent with the values of the organisation;
- Demonstrated understanding of the role of charitable organisations and in particular the aged care and disability sectors;
- Ability to manage competing priorities, meet deadlines and work under pressure.

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- Demonstrated written and verbal communication skills and the ability to be highly effective in the use of information technology.
- Demonstrated ability to learn new software applications and perform data entry and other administrative tasks to a high standard.
- Ability to be self-directed, take initiative, be solutions focused and take direction and instruction.
- Current Driver's Licence.