

POSITION DESCRIPTION

Position:	Administration Officer
Location:	Brisbane
Reports to:	Chief Executive Officer
Award:	Social, Community, Home Care & Disability Services Industry Award Level 1.1 – 1.3 depending on qualifications and experience, plus 11.5% superannuation and salary sacrifice benefits.

ROLE SPECIFICATION
<p>The Organisation</p> <p>Link-Up (Qld) is an organisation committed to the principles and philosophies of community control as the best practice model for improving health and well-being of Aboriginal and Torres Strait Islander peoples.</p> <p>Link Up (Qld) supports the healing journeys of Aboriginal and Torres Strait Islander people who have been separated from their families and communities through forced removal, adoption, fostering or institutionalization. We deliver professional, culturally sensitive and confidential research, reunion and cultural wellbeing services.</p>
<p>Role Purpose</p> <p>The position is responsible for the Link-Up (Qld) head office reception and assisting in general office administration and duties for the office. This role involves supporting Link Up (Qld) staff in the provision of quality services to clients, supporting with the initial Client Intake Enquiry process. Excellent communication skills, impeccable phone manner and reliability are requirement for this role.</p>
<p>Reporting Relationships</p> <p>The position reports to the Chief Executive Officer.</p>
<p>Job tasks and objectives of the position</p> <ul style="list-style-type: none"> • Direct, manage and maintain all aspects of the front office/reception area. • Greet guests to the office by promptly supporting their enquiry or reason for visit and offer them a refreshment. • Ensure that the reception area is always clean and presentable including magazine stand and counter space.

- Take telephone messages and/or forward calls to appropriate staff and units, ensuring appropriate practice is followed when enquiries come in for Service Delivery and Redress Teams.
- Administrative Support to the Service Delivery Team with the actioning of the initial Client Intake Enquiry process.
- Check voicemails at the beginning of the day and following any break times.
- Ensure all calls and voicemails are recorded in the Incoming Call Register.
- Processing of office mail, pick up and distributing to appropriate staff and units.
- General Administration duties: photocopying, labels, mailouts etc.
- Maintain and update Link-Up Mail In/out register.
- Ensure mail is handed to the relevant staff member once the mail is received that morning.
- Check the mailbox both AM and PM.
- Monitor the contact email inbox and distribute the emails promptly and correctly.
- Maintain the Staff Extension List and provide to staff as required.
- Organise and order office supplies when required i.e., Officeworks and cleaning products.
- Maintain the stationary cupboard supplies and cleanliness.
- Support the Service Delivery Team with Client Morning Tea coordination and set-up as required and ensure the sign in book is ready the day prior to the event which includes, contacting clients prior to the event to confirm attendance, set-up the urn, tea and coffee supplies, cutlery and crockery, tables, and chairs clean and set-up.
- Assist in arranging meetings, venues, conferences, catering as required.
- Assist staff with promotional items for community events and clients.
- Support the office by ensuring common areas are kept clean and sufficient supplies are available including kitchen areas, milk distribution, paper in the printers.
- Ensure office closure procedure is adhered to daily. i.e., Lock/unlock doors, signage, phone diversion.
- Actively engage in training and other professional development activities as required.
- Always observe and practice confidentiality.
- General Data entry as requested.

Self- Management & Team Contribution

- Contribute to team performance and compliance with Link-Up (Qld) Plans, Policies and Procedures.
- Display good practice behaviour in alignment with the organisation's values.
- Participate in the Performance Review process.
- Contribute to effective team performance and attend team meetings.
- Comply with Link Up (Qld) Standard Operations Procedure.
- Follow all safety procedures and contribute to a safe work environment.

Develop and Maintain Linkages

- Work to foster productive relationships with all staff at Link-Up (Qld) and Board Members.
- Work to foster productive working relationships with other stakeholders.

Please note that the duties outlined in this position description are not exhaustive, and only an indication of the work of the role. Link-Up (Qld) can direct you to carry out duties which it considers are within your level of skill, competence, and training to meet business needs.

PERSON SPECIFICATION

Required Qualifications

Previous experience in a similar role or experience gained through Administration studies

Essential Selection Criteria

- Demonstrated ability to work in a culturally sensitive environment.
- Demonstrated ability to lead and work collaboratively within a team to deliver the key requirements and objectives of the program.
- Demonstrated organisational and time management skills and the ability to manage competing priorities.
- Dynamic personality and a team player.
- Impeccable phone manner.
- Good communication skills, written and verbal.
- Reliable and punctual in terms of attendance.
- Demonstrate proficiency in the use of business technology and desktop applications: internet, word, spreadsheet, and database packages etc.
- Ability to self-manage and complete task on time.
- Willingness to undertake a National Police Check.
- Eligible for Blue Card.
- Must hold a current Open driver's licence.