



**Connected
Courageous
Compassionate**

Position Title:	Administrative Assistant
Department:	National Program/Redwood
Reports To:	Redwood Centre Manager
Team Supervision:	Some volunteer supervision may be needed

Full / Part Time:	Part-Time – 12 hours p/w
Revised Date:	March 2020
Award	Clerks' Private Sector Award

Purpose of Position: A basic statement that describes the intent of the position.

This position provides a welcoming environment for guests, cares for incoming and outgoing communications and other general administrative duties Redwood Centre to assist with maintaining a harmonious working environment.

Behavioural Expectations: Our code of Conduct - How we do things in our organisation that underpins our values.

ADRA Australia Code of Conduct and related policies

Key Competencies: The competencies, qualifications, skills and experience the person needs to do the role successfully.

Cert III in Business Administration (preferred, but not essential)

ADRA Competency Framework: 2.1 Working with People, 3.1 Relating & Networking, 6.2 Delivering Results & Meeting Customer Expectations, 6.3 Following instructions & procedures.

Key Responsibilities: The things that the person needs to be responsible for to successfully fulfil the obligations of this position.

Area of Responsibility Groupings or areas of responsibility	Actions / Tasks / Objectives What has to get done in this area	Measures of Success / KPI's How job performance will be measured
ADRA REPRESENTATIVE	<ul style="list-style-type: none"> Act as a positive and welcoming point of contact for the Redwood Centre. 	<ul style="list-style-type: none"> The phone is answered within two rings in a professional and welcoming manner. Email is responded to within 24 hours. Visitors are welcomed and connected with the appropriate staff or services.
OFFICE MANAGEMENT SUPPORT	<ul style="list-style-type: none"> Attend to incoming and outgoing mail and deliveries. Assist with organising maintenance of the centre and office equipment. Care for petty cash. Ordering of stationery and office supplies. Ensure the laundry and lounge area environment, etc., are tidy, hygienic and welcoming. Assist the Centre Manager with administrative duties as time permits. Ensure good record keeping of centre attendance, incidents and other data. Ensure volunteer rostering is adequate. Ensure volunteers are recognised for their service. Be the Centre Child Protection and PSEAH focal point for record keeping. Maintaining electronic systems, e.g., Salesforce, Safety Navigator, etc. 	<ul style="list-style-type: none"> Mail is posted and cared for daily. Office equipment and building maintenance is performed promptly Laundry and lounge area are cleaned as required. Petty cash balances and is reimbursed monthly or sooner Volunteer rostering is done, disseminated and recorded. Volunteers are appreciated. All working with children checks are done as needed and workers are aware of our policies. All records are up to date and sent to head office as required.

Employee Signature:

Supervisor(s) Signature(s):

Date: / /

Print Employee Name:

Print Supervisor Name: