

## Position Description

Position	Administration Assistant
Employer	Blue Sky Community Services
Reports to	Executive Manager: Operations
Responsible to	The Chief Executive Officer
Organisational Team	This position sits within the Operations stream of the organisation within the Administrative Team
Positional Context	Blue Sky Community services is a not-for-profit, values-based social purpose organisation, delivering a range of capacity-building services for people and communities within our geographic footprint. We have an enviable and kind workplace culture where every staff member, and the work they do, matters. Our vision of supporting people to thrive and creating communities where everyone belongs, is applied to our workforce and workplace, as well as to the people we provide service to.
Position Overview	This position plays a pivotal role in assisting and resourcing the organisation in the delivery of high-quality administrative services and excellent customer service
Qualifications and Experience	Relevant qualifications, skills and/or experience that are transferable to performing the role to a high standard.

*Blue Sky Community Services places high value on creating a workplace where everyone belongs and is valued. We are committed to social inclusion and acknowledge and value diversity. We believe that the makeup of our workplace should reflect the diversity of the communities we work within. We therefore strongly encourage people from diverse backgrounds and cultures, and people who have lived experience of disability, to work with us.*

## Organisational Competencies

### Organisational Alignment

Values and Culture Alignment	Demonstrates behaviour, attitudes and practice that are in strong alignment with the organisation's vision, values and code of conduct.
Compliance	Complies with organisational policies, procedures, delegations of authority and systems.

## Professionalism

Professional Standards and accountability	Demonstrates professional behaviour, standards and accountability.
Professional Obligations	Demonstrates a sound understanding of, and complies with, professional obligations and duty of care, including complying with privacy obligations.

## Effective Working Skills

Record Keeping and Reporting	Complies with positional record keeping, documentation and reporting obligations to required timeframes.
Time and Resource Management	Demonstrates very good organisational, prioritisation, time and resource management skills.
Technology	Demonstrates confidence and competence in using the technology required in the role.

## Safety and Risk Management

Work Health and Safety Compliance	Consistently complies with work, health and safety and risk management obligations, instructions, policies and procedures and systems.
Workplace Safety	Demonstrates a zero tolerance of bullying, harassment and discrimination.
Child Safety	Adheres to Child Safe Standards, practices and national Child Safety principles.

## Effective Communication

Communication	Demonstrates very effective communication skills.
Emotional Management	Demonstrates very good emotional intelligence and emotional regulation.

## Relationship Management

Internal Relationship Management	Demonstrates very good relational, interpersonal and team work skills.
External Relationship Management	Builds and maintains strong, positive and beneficial stakeholder relationships.
Participant Relationship Management	Establishes and maintains effective and professional working relationships and boundaries with participants.
Customer Service	Demonstrates excellent customer service.

## Continual Improvement and Development

Continual Learning and Development	Demonstrates continuous learning and development.
Continuous Quality Improvement	Demonstrates continuous quality improvement.
Feedback and Complaints	Demonstrates effective complaints and feedback handling.
Service Evaluation	Actively contributes to organisational and service evaluation and feedback processes.
Change Adaption	Keeps abreast of changes, and proactively and positively adapts to change.

## Knowledge and Practice

Evidence-based Knowledge and Practice	Demonstrates sound working knowledge of underpinning knowledge and practice of service being delivered.
Inclusive Knowledge and Practice	Demonstrates a strong commitment to human rights. Fosters inclusion. Demonstrates cultural competence.
Outcome and Output Achievement	Achieves or exceeds positional outcomes and outputs and key performance indicators to required timeframes.

## Positional Competencies

Output and Outcome Achievement	<ul style="list-style-type: none"> <li>– Works effectively, efficiently and productively within a high volume environment to achieve key performance indicators (as promulgated from time to time) to required timeframes.</li> </ul>
Administrative Support Practice	<ul style="list-style-type: none"> <li>– Completes a range of general administrative and support duties effectively and efficiently including, but not limited to, making appointments and bookings, ordering and purchasing supplies and equipment, maintaining relevant registers and databases, receipting and sending mail, forwarding messages, ensuring the general tidiness of the office, lunchroom and reception area, maintaining the leave calendar, setting up meetings, monitoring and ensuring adequate office supplies, archiving, asset tagging and registering, gaining quotes, and other administrative duties as requested.</li> <li>– Welcomes visitors, assists them to sign in and sign out and facilitates their connection to the person they are visiting. Provides excellent front-of-house customer service.</li> <li>– Answers telephones and responds to emails in a timely and professional manner</li> <li>– Provides information and assistance to clients, utilising sound judgment, initiative and confidentiality.</li> </ul>

	<ul style="list-style-type: none"><li>- Monitors and maintains vehicle registers including service and usage registers ensuring they are up to date and accurate.</li><li>- Uses initiative to identify/recognise new and existing tasks that require attention and completes them autonomously.</li><li>- Performs tasks as appropriate requiring knowledge of established work practices and relevant procedures.</li><li>- Supports staff to resolve low level information technology matters within knowledge base and submits higher level technology matters to the Executive Assistant for assistance.</li><li>- Provides high quality, effective and efficient administrative support to the CEO, Executive and Management Team including, but not limited to, arranging travel and accommodation, taking minutes, filing, setting up meetings and appointments, ordering catering, editing, formatting and proofreading, and other general support as requested.</li><li>- Supports staff to cancel/reschedule participant appointments when they are away on unplanned leave. Assists in monitoring staff safety by being close by when appointments are present in the office and calling for assistance if concerns arise.</li><li>- Completes a range of requested project/program administrative and support duties for specific positions as requested including, but not limited to, making appointments and bookings, setting up meetings, researching and collating information and other project work within positional scope and level as requested by line manager(s).</li><li>- Assists senior employees with special projects as required.</li><li>- Other administrative support duties as requested.</li></ul>
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