

POSITION DESCRIPTION

Position	ADMINISTRATION OFFICER
Location	Congregational Administration Services (CAS), North Sydney
Reports to	Office Manager
Direct Reports	None
Employment Type/Term	Permanent part-time (2 days per week)
Date	May 2024

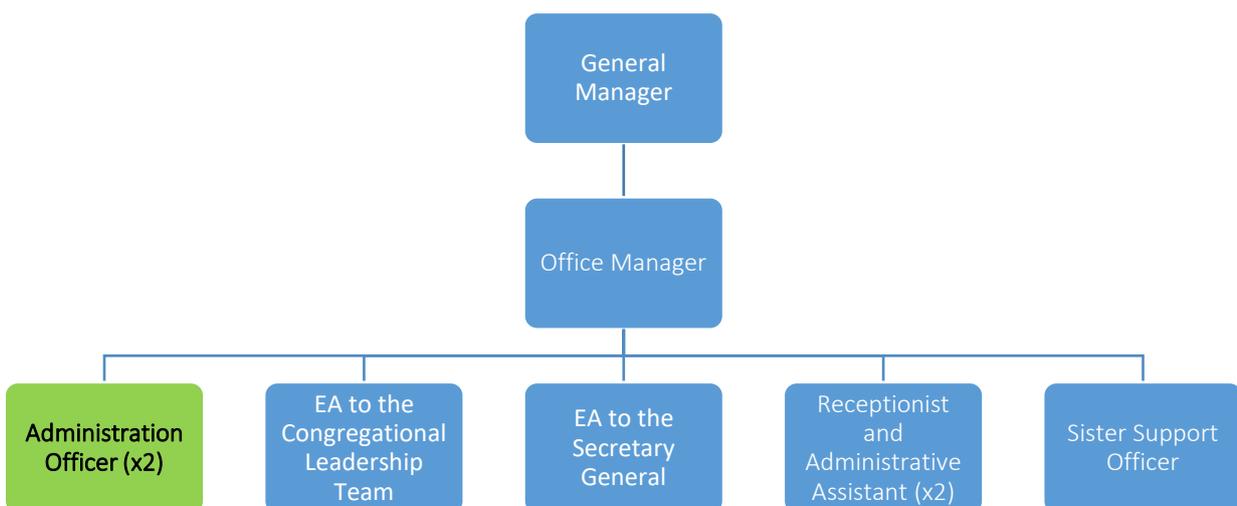
ORGANISATIONAL CONTEXT:

The Sisters of Saint Joseph of the Sacred Heart (SOSJ) continue God’s mission by empowering others and bringing hope. Education, in its broadest sense, remains their main work. Founded in 1866, the organisation operates as a registered charity with central offices in Sydney, Regions in Australia, New Zealand, Ireland, and a presence in some other countries.

The Congregation is governed by the Congregational Leader and her Leadership Team. Each region is led by a Regional Leader supported by her Leadership Team. The Congregation’s Leadership team is assisted in its administration by the Central Administration Services (CAS) Team located in North Sydney.

We value, respect and are committed to the safety of all people. We have a zero tolerance for adult and child abuse or mistreatment. All employees have a responsibility to commit to a culture of safeguarding. This includes completing safeguarding induction training and possibly ongoing safeguarding training.

ORGANISATION CHART





BASIC ROLE PURPOSE:

The Administration Officer is responsible for providing outstanding administrative support to the Congregational Leadership Team and the General Manager. The incumbent works closely with the administrative support team, OneCAS, Congregational members, Board members and Committee members. Some out of office hours may be required from time to time.

KEY ROLE ACCOUNTABILITIES:

In carrying out the role, the Administration Officer is required to meet the following key accountabilities:

1.0 Ethos and Mission

- 1.1 Uphold, through word and deed, the ethos and mission of the Congregation of the Sisters of Saint Joseph.
- 1.2 Ensure work activities are in accordance with the ethos and mission of the Sisters of Saint Joseph.
- 1.3 Demonstrate a commitment to a deepening understanding of the spirit of the Congregation of the Sisters of Saint Joseph.
- 1.4 Actively support the Sisters of Saint Joseph and their Mission.
- 1.5 Establish and maintain harmonious working relationships with colleagues and Sisters in the Congregational Administration Services team and regional offices.
- 1.6 Contribute to a climate of hospitality and welcome.

2.0 Position Responsibilities

- 2.1 Coordinate administrative projects as requested including event management (all stages), travel bookings, electronic filing, mailings, giftings, minor maintenance projects, processing of invoices and expenses.
- 2.2 As needed, work closely with Board and Committee members to administrate Board and Committee meetings and events including logistical coordination, preparation of documentation and presentations, and minute taking.
- 2.3 Maintain electronic and manual files in an updated and secure manner.
- 2.4 Provide reception coverage during breaks and when Receptionist is on leave including:
 - 2.4.1 Meet and greet visitors.
 - 2.4.2 Respond to incoming calls and general queries.
 - 2.4.3 Maintain, prepare meetings rooms, and serve refreshments (including bookings, set up of room, food service, clean up and some IT assistance).
 - 2.4.4 Open and close Congregational Administration Centre (CAC) building at 9 Mount Street.
 - 2.4.5 Manage inventory, ordering, receiving, stocking and invoice reconciliation for stationery, kitchens, cleaning, and catering supplies.
 - 2.4.6 Maintain reception manual and telephone directory.
 - 2.4.7 Perform administrative duties (including mail, typing, and formatting, photocopying, filing, running errands, recordkeeping, proofreading etc.).
 - 2.4.8 Work on other administrative projects including mailing, events, travel bookings, invitations, gift preparation etc.
- 2.5 Support and/or relieve other administrative team members when they are on leave.
- 2.6 Other duties as required from time to time.

3.0 CAS Team Support and Values

- 3.1 Actively contribute to staff, team, OneCAS and other meetings.
- 3.2 Provide effective communication and support within CAS, with the regions, Congregational members, visitors, callers and Board and Committee members.



- 3.3 Deal professionally, respectfully, and honestly with all colleagues.
- 3.4 Maintain confidentiality of Congregational information in accordance with policy and employment contract obligations.
- 3.5 Actively demonstrate behaviour consistent with SOSJ values.

4.0 Quality Administration

In consultation with the Office Manager:

- 4.1 Be responsive to management requests and changing priorities.
- 4.2 Ensure administrative accuracy and attention to detail.
- 4.3 Establish and maintain performance standards for relevant functions.
- 4.4 Focus on continuous improvement of processes and procedures.
- 4.5 Respond to feedback on improving processes and procedures.

5.0 Professional Development

- 5.1 Evaluate personal and professional performance and undertake personal and professional development activities.
- 5.2 Participate in the performance review/feedback process.

6.0 Work Health Safety (WHS)

- 6.1 Maintain duty of care of own health and safety and all others in the workplace.
- 6.2 Comply with workplace WHS policies, procedures, and protocols.
- 6.3 Report workplace hazards and risks to employer.
- 6.4 Undertake WHS training as required.

7.0 Other

- 7.1 Engage in other duties commensurate with skills and experience and within the scope of this role.
- 7.2 Follow legal requirements and Congregational policies and procedures.

8.0 Key Performance Indicators

Function	Performance Indicators
1. Ethos and Mission	Evidence of active support for the work of the Congregation and its Mission.
2. Role responsibilities	Evidence of consistently completing assigned administrative tasks effectively and efficiently with excellent reception relief provided.
3. Customer service and teamwork	Evidence of service delivery to agreed standards and positive feedback from stakeholders received.



4. Contribution to culture and values	Evidence of effective collaborative, professional relationships and communication within team and regions.
5. Quality administration	Evidence of timely and accurate documentation and records.
6. Professional development	Evidence of engagement in appropriate professional development and application to role.

9.0 Qualifications, experience, and competencies

- 9.1 Substantial experience in a comparable role, with experience in meeting management, preferably with experience in minute taking.
- 9.2 Well-developed verbal and written skills as well as active listening skills and empathy.
- 9.3 Demonstrated ability to be flexible and prioritise daily workload.
- 9.4 Excellent thoroughness and attention to detail.
- 9.5 Effective organisational and time management skills including ability to move between tasks.
- 9.6 Demonstrated ability to provide friendly and welcoming hospitality and service.
- 9.7 Patience and the ability to remain calm in stressful situations.
- 9.8 Advanced computer literacy skills (Microsoft Office, especially MS Outlook, MS Word, MS Excel).

Incumbents in this position will be required to consent to a National Criminal History Check as per our Compliance Checks Policy.

I confirm that this position description is an accurate reflection of the responsibilities of this position:

Bridget Bobb

Manager

14/5/2024

Date