



Overview of Role

Role Title:	Administration Officer – Junction Housing
Award:	Social, Community, Home Care and Disability Services Award
Classification:	Level 2 (Social & Community Services (SA) Award

Roles Description:

Responsible for ensuring positive first impressions for tenants, staff and visitors to Junction Housing, the Administration Officer will provide reception and clerical services for Junction Housing and a variety of other Southern Junction Community Services functions co-located in the same facility. Working within a highly professional and committed team the Administration Officer will provide reception services, field telephone calls, conduct general word processing, photo-copying, filing and data entry tasks and respond to requests from staff, clients and the general public.

Responsibilities of all staff

- To be an active member of the staff team which upholds the ethos and core values of Southern Junction as outlined by in the vision, mission and values statements.
- To facilitate the effective functioning of relevant programs by working within the established policies, principles practices and procedures of Southern Junction Community Services.
- To assist in the establishment and maintenance of safe working conditions by cooperating with Occupation Health and Safety guidelines.

Role in Organisational Framework – Team Member

- Advise the Team Leader or Portfolio Manager of emerging issues and critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s).
- Conduct assigned services and carry out tasks within established policies, principles, practices and service/task specific procedures.
- Actively participate in regular team meetings.
- Contribute to clear, effective and appropriate communication between other team members and with members of the Management team.
- Contribute to the delivery of high quality services.
- Work within established or negotiated financial and time constraints.
- Participate in service/task -related activities and networks following negotiation with PM/TL.
- Maintain records of activities as required for accountability purposes.

**Specific Responsibilities include:**

The Administration Assistant/Officer will be responsible for the provision of administration assistance to the organisation by:

- Filing
- Data base management including maintaining records in the Community Housing Customer Register
- Word processing
- Excel spreadsheet processing
- Reception duties such as attending to phones and visitors in a friendly, courteous and professional manner
- Respond to general enquiries on housing options from members of the public
- Function coordination and organisation
- Photocopying
- Mail sorting
- Minute taking
- Providing clerical or other support to Management team members as required
- Assisting Tenancy Officers with administrative or clerical tasks as required
- Support efficient office operations including data backup procedures
- Undertaking other tasks as directed by line manager or delegate

Special Conditions:

- Current SA Driver's Licence is essential.
- Police check clearance essential.

Organisational Relationships:

The Administration Assistant is employed by the Board of Southern Junction and will:

- Report to a designated Team Leader or Manager.
- Provide administrative support to staff members working in a specified office site.
- May provide limited guidance to other staff, including volunteers.
- Interact with Southern Junction management and service delivery staff.

Extent of Authority:

- As delegated by the line manager within the limits of the agency's policy & structural framework.



Person Specifications

Required Qualifications, Skills, Knowledge, Experience or other attributes

Skills Required:

- Typing Speed in excess of 50 wpm
- Competent in use of MS Office Software Applications
- Ability to work under general supervision and to use initiative in order to progress assigned tasks
- Ability to work as part of a team and support other staff members to complete tasks
- Demonstrated capacity to problem solve day to day issues
- Demonstrated ability to prioritise tasks and manage workload within a busy environment.
- Ability to contribute to the effectiveness of a staff team
- Sound record keeping skills
- Sound knowledge of routine financial tasks, i.e. petty cash and receipting
- Ability to sustain compliance with established administrative procedures
- Oral communication is clear, courteous, friendly and professional both in person and over telephone
- Ability to write clearly and professionally, i.e. good spelling and use of grammar
- Ability to demonstrate respect to all people and maintain confidentiality
- Ability to work under pressure in order to meet deadlines

Desirable but not essential Attributes:

- Experience in, or understanding of, the housing sector
- Previous experience of working in a busy office environment and / or project based work environments
- Experience of using MS Office software applications
- Willingness to work flexible hours when necessary

Name: _____ Signed: _____ Date: _____