



POSITION DESCRIPTION

October 2021

Position	Administrative Officer – Business Operations
Program Streams	Business Operations Unit
Exemption	VCAT Exemption No. H119/2017 (subject to Equal Opportunity Act 2010)
Reports to	Director – Business Operations
EA 2017 Classification	Level 4
Located	Women's Health West, 317-319 Barkly Street, Footscray Vic 3011

Organisational Context

Women's Health West (WHW) is the women's health service for the western metropolitan region of Melbourne. We focus on supporting women and their children to lead safe and healthy lives and on changing the conditions that cause and maintain inequity and injustice. We do this through two main complementary programs. Our health promotion program plans and implements activities designed to promote women's health, safety and wellbeing across the areas of sexual and reproductive health, mental health and the prevention of violence and discrimination. Our integrated family violence service provides a range of programs to women and children who experience family violence, including court support, crisis housing and case management. We also provide services designed to promote healing and recovery such as women's and children's counselling. We work collaboratively with communities, government and local agencies to influence public policy or change legislation, to improve access to services and resources, and to build individual, community and organisational capacity to improve the status of women. WHW is funded by local, state and federal government grants, and receives additional funding from benevolent trusts and philanthropic organisations.

Position Purpose

The administrative support worker reports to and is responsible for providing administrative and clerical support to the director of business operations and is part of the team responsible for providing operational support and continuous improvement to the organisation. Using excellent interpersonal and organisational skills with a can-do attitude, the administrative support worker supports the director within the business operations stream to coordinate and participate in a wide range of meetings and projects. This role, therefore, involves liaison with a diverse range of people across WHW including the executive assistant to the chief executive officer and other administrative support workers, directors, managers, team leaders and staff. In addition, the role will take on some other administrative duties necessary to support the BOps team from time to time. The ability to manage competing demands and to prioritise tasks and workloads is a requirement of this role. This position is expected to contribute to a culture of collective learning and collaborative work practices, including respectful and positive communication within the team and organisation.

Key Result Areas and Responsibility

Provide comprehensive administrative and secretarial assistance to Director – Business Operations to support her with daily tasks and objectives.

- Assist with diary management, including the scheduling of appointments.
- Create and maintain electronic filing systems, ensuring that all information is readily accessible.
- Perform word-processing tasks when required.

- Assist in report administration and collation for submission.
- Support the BOPs director with administration and operational support for project work.
- Maintain a focus on improving administration systems in BOPs and make recommendations for continuous improvement across the administration structure.
- Support the executive assistant as needed, particularly in relation to executive team and finance and risk committee meetings.
- Maintain confidentiality regarding workplace practice, information and communication.

Support the Director – Business Operations (BOPs) to coordinate and participate in a wide range of meetings, ensuring that she is adequately prepared and that the required facilities and resources are booked.

- Coordinate meetings between the director BOPs and other WHW staff in a professional and efficient manner ensuring virtual invitations and links are appropriately managed and /or rooms are booked and set up to commence on time.
- In collaboration, ensure the director is prepared for all meetings and that the relevant documents are accessible and up to date.
- Organise meetings that the director is responsible for attending, ensuring appropriate paperwork is prepared and distributed in a timely manner, and that venues and catering are booked.
- Assist in the preparation of meeting agendas, minutes and other documentation where required, on site and off site, and take minutes of meetings as appropriate to the role.
- Work in close collaboration with the executive assistant and other administrative support workers to organise meetings and follow up tasks relevant to the executive team.

Contribute to the development and achievement of organisational goals through regular supervision and participation in professional development activities.

- In collaboration with the director BOPs, participate in the development, monitoring and review of a clear work plan that sets out objectives, activities, outcomes and evaluation methods for this position.
- Participate in regular supervision and annual appraisal to discuss workload and professional development.
- Attend relevant training provided by the organisation or outside bodies where appropriate.
- Participate in induction processes and probationary reviews as required.
- Role model respectful and professional behaviour within the work environment at all times including displaying initiative, openness, honesty, genuineness and transparency.

Contribute to processes that ensure collaboration and integration across and between WHW programs and services to achieve organisational goals and objectives.

- Contribute to a values-based culture of collective learning and collaborative work practices, including respected and positive communication within the streams and organisation.
- Actively participate in program, stream and staff meetings and planning days including organising these events.
- Actively participate in cross-stream mechanisms designed to facilitate links within organisation, ensuring that collaboration is embedded in all aspects of WHW's operations.
- Participate in organisational continuous quality improvement and risk management frameworks.
- Engage in activities and behaviours that actively promote the development of a positive organisational and workplace culture in line with the principles of the organisation and the expectations of WHW's strategic plan.
- Engage in organisation-wide strategies, plans and events to enhance WHW's reciprocal engagement with our clients and communities, including the client and community participation plan, the reconciliation action plan and the feminist audit tool.

Key Selection Criteria

1. Demonstrated experience (at least 3 years) in an administrative role, preferably in the not-for-profit sector.
2. Well-developed interpersonal and communication skills, with an ability to liaise with a diverse range of people including WHW staff, external suppliers and other communities of interest.
3. Experience in diary management, setting up and supporting meetings, coordinating agendas and minutes, and related tasks.
4. High degree of competence with a range of software programs from the Microsoft Office suite including Word, Excel, PowerPoint and Outlook and demonstrated proficiency in IT applications including email, electronic calendars, filing systems and databases.
5. Well-developed professionalism and appreciation of the need for confidentiality regarding the work of WHW, particularly in relation to clients, staff and management.
6. Excellent attention to detail with the ability to develop, implement and review effective office systems and procedures.
7. Ability to work independently and with limited supervision, as well as in collaboration with others.
8. Ability to manage competing priorities and to meet deadlines.

Performance Monitoring

An initial review of performance will be undertaken within six months of commencement, as per WHW's probationary policy and procedure. Regular appraisals and support for development will relate to the key result areas above.

Review of Position Description

This position description will be reviewed **biennially** as part of the annual appraisal process, when the position becomes vacant, or as deemed necessary.

Additional information about WHW

1. Aboriginal and Torres Strait Islander women, and those who speak languages other than English are encouraged to apply.
2. Women's Health West is a Child Safe Organisation and employment is subject to the satisfactory completion of a national Police Record Check and a Working with Children Check. An international police check is also required if you have lived or worked overseas for more than 12 months in the last 10 years.
3. In the context of work health and safety, all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety or that of others. All incidents and injuries must be reported and staff must co-operate with any measures introduced in the workplace to improve WH&S.

Further Information

If you have specific queries about this position, please contact Maria Govers on 9689 9588.

To apply for this position, please send your written application addressing the key result areas and key selection criteria marked 'Confidential' with three nominated referees, including your most recent line manager, to:

Recruitment
Women's Health West
317-319 Barkly Street
FOOTSCRAY VIC 3011
recruitment@whwest.org.au