

Position Description



YWCA CANBERRA

Position Information	
Position	Corporate Administrative Officer
Date approved	March 2023
Program	Corporate Services
Reports to	Executive Assistant
Location	YWCA Canberra Central Office
Hours of work	38 hours per week
Salary	Grade 2 Level 1 – Level 3 Enterprise Agreement 2018 - 2023
General Conditions of Employment	
<ul style="list-style-type: none">• YWCA Canberra Enterprise Agreement 2018 - 2023• Appointment is subject to obtaining a satisfactory Working With Vulnerable People check at own cost• Appointment is subject to satisfactory National Police Check within the last 3 months.• Appointment is subject to satisfactory working rights in Australia• Hold a current drivers licence• All YWCA Canberra policies and procedures will apply• Subject to a 6-month probation period	
Position Statement	
<p>The purpose of the YWCA Canberra Corporate Administrative Officer position is to:</p> <ul style="list-style-type: none">• Be the first point of contact for YWCA Canberra customers and visitors;• Provide basic office maintenance and basic IT support and coordination,• Manage the organisation's training facility – booking, scheduling and maintenance.• Provide comprehensive administrative and coordination support to the Executive Team and People and Capability Teams as required. <p>The Corporate Administration Officer is generally the first point of contact with the public. As such it is essential that they are highly professional, well presented, courteous and able to interact with a wide and diverse client group and members of the public.</p> <p>This position is a Mon-Fri 9.00am - 5.06pm position which may require some work outside of these hours from time to time.</p>	
Responsibilities	
Duties	<p>Under the supervision, the Business Administration Officer is responsible for:</p> <p>Reception</p> <ul style="list-style-type: none">• Greeting and directing visitors to Central Office• Ensuring office is tidy and presentable at all times

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- Answering telephone and directing calls to the appropriate staff member/s. When a staff member is not available will transfer the caller to their voice mail or send an email message to the staff member with details of the call.
- Informing staff on phone pick up list when reception desk is not attended
- Monitoring general YWCA Canberra email – responding to general enquiries and forwarding more complex emails to the appropriate staff member
- Collecting mail daily and recording incoming and outgoing mail in the mail register; forwarding mail to staff members or to the appropriate sites.
- Maintaining internal phone and contact lists / directory

Office Support Administration

- Under supervise and coordinate client and internal room bookings for Level 3 Training rooms and monitor the standard of the rooms to ensure cleanliness of the spaces for both external and internal bookings.
- Purchasing of office supplies for central office (including collation and placement of orders)
- Coordinating office cleaning services, office equipment maintenance and office facilities, including equipment for training rooms
- Seeking quotes and purchasing office equipment as required.
- Supporting the organisation in collation of documents and materials as required to support events or projects or programs delivered by the organisation.
- Contributing to Standard Operating Procedures (SOPs) for office functions

General Corporate Support

- Supporting internal corporate services function including but not limited to:
 - Accounts payable and receivable;
 - Banking;
 - ITC contracted services;
 - People and capability processes.

Workplace Health & Safety

- Ensuring all office and safety equipment is regularly serviced and meets appropriate regulatory standards (including scheduling test and tag)
- Adhering to YWCA Canberra, WHS safety policies and procedures

Other duties

- Assisting with the organisation of YWCA Canberra functions, events, meetings, seminars and workshops as required
- Performing other duties relating to office administration as assigned by the Executive Director and Executive Assistant
- Other duties as required.

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Selection Criteria	
Qualifications	<ul style="list-style-type: none"> • Cert III Business Administration or relevant experience in a similar field of work.
Knowledge and Experience	<ul style="list-style-type: none"> • Demonstrated ability to communicate (both verbal and written) and liaise effectively with a range of people, including senior managers, work colleagues, YWCA Canberra members, clients and key stakeholders. • Demonstrated ability to effectively use the full Microsoft suite of products, in particular Excel. • Ability to maintain accurate relevant records. • Understanding of Work, Health and Safety and commitment to act in accordance with relevant workplace policies and procedures.
Capabilities and Behaviours	<ul style="list-style-type: none"> • Ability to work independently as well as in a team (self-motivated) • Excellent customer service skills and a commitment to maintaining a high standard of customer service. • Attention to detail and ability to maintain a high standard of confidentiality.
Other Requirements	<ul style="list-style-type: none"> • Ability to work within the philosophy of YWCA Canberra • Hold a current driver licence • A current Police check and a valid working with Vulnerable People Registration. • Australian Citizenship or suitable rights to work in Australia

Authorisation			
Acknowledgement by Incumbent	Signature:	Date	Click here to enter a date.
	Name:		
Executive Director	Signature:	Date	Click here to enter a date.
	Name:		

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