

**POSITION DESCRIPTION:  
OPERATIONS ADMINISTRATOR**

## **PURPOSE OF THE POSITION**

The *Operations Administrator* is responsible for providing high level specialist administrative support within administration team, while ensuring there is a consistency in systems and process which comply with organisational policy and procedures.

## **POSITION RELATIONSHIPS**

Position Reporting To: Office Manager

Positions Reporting to this Position: Nil

## **ORGANISATIONAL CONTEXT**

Rape & Domestic Violence Services Australia is committed to upholding the rights of all women to live in a socially just and equitable society and the right of all people to live free of violence. The organisation provides services nationally and internationally in the area of sexual assault, domestic and family violence.

The organisation works with all stakeholders and in accordance with its vision, mission, principles and goals.

## **KEY ACCOUNTABILITIES AND WORK PERFORMED**

- Provide high-level specialist administrative support within the administration team, in accordance with organisational policies and procedures, working with all organisational functions, which may include:
  - Providing administrative support at an executive level, including support to the Board.
  - Diary management.
  - Policy, compliance and quality assurance support work.
  - Minute taking in Board, management and organisation workgroup meetings.
  - Shared reception duties.
  - Event management.
  - Organisational project work, including testing and updating of organisational databases.
  - Travel and accommodation arrangements.
  - Coordinating staff recruitment, orientation and other HR functions.
  - WHS responsibilities and actions.
  - Administrative support to organisational teams, including training, research, clinical and professional services.
  - Premises and equipment maintenance.

- Undertaking financial functions, including payroll support and banking.
  - Roster management.
  - Professional development booking and register maintenance.
  - Resource development.
  - Other administrative duties, as required.
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- Be informed of current legislation, research, trends in women’s health and consultative policy and procedure development.
  - Maintain an awareness of current issues in relation to sexual violence, Women’s rights as human rights, other gender issues and issues that affect marginalised groups and communities.
  - Ensure that work is carried out with a high standard of professionalism, efficiency, effectiveness, and accuracy; that timeframes are met; and that data integrity and security are maintained at all times.
  - Comply with the Organisation’s performance appraisal policy and procedure and participate in any ensuing professional development.
  - Comply with information collection, quality improvement, risk management procedures, record keeping and administrative practices of the organisation.
  - Ensure all documentation is concise, legible, secure and available to colleagues as appropriate within the organisation.
  - Abide by workplace practices.
  - Comply with the Confidentiality Policy and Copyright Agreement.
  - Ensure work practices are ethical and comply with the Rape & Domestic Violence Services Australia Code of Ethics and the code of the Australian Psychological Society, the Australian Association of Social Workers and the Counsellors and Psychotherapists Association.

## **MAJOR CHALLENGES OR CONSTRAINTS**

The major challenge for the *Operations Administrator* is in meeting the goals and deadlines for an organisational function, while balancing workload and competing priorities.

## **DECISION MAKING**

The *Operations Administrator* makes routine and procedural decisions regarding administrative activities within the parameters of the organisation’s policy and procedures.

## **INTERACTION AND COMMUNICATION**

The *Operations Administrator* works closely with the Office Manager in ensuring team and organisational objectives are met, and in doing so requires well-developed communication and interpersonal skills, with an ability to negotiate.

## WORKPLACE ATTITUDE

The *Operations Administrator* will demonstrate the following positive workplace attitudes:

- a constructive and pro-active approach to work practices and tasks,
- refusal to participate in conversations that undermine the organisation or individuals within the organisation,
- embracement of workplace diversity and difference,
- willingness to learn,
- commitment to upholding the rights of others,
- recognition of shared responsibilities,
- using reflective practices, and taking personal responsibility for contributing to workplace problem-solving,
- understanding that each worker is a part of the whole and that all positions and roles contribute equal value to the organisation's overall aim of providing high quality service provision,
- not engaging in social media in a way that may be detrimental to the organisation,
- not using private communication medium eg mobile phone, to the detriment of the organisation,
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## KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

### Essential

- Supportive of the feminist context and principles of Rape & Domestic Violence Services Australia
- Demonstrated:
  - excellent organisational and administrative skills,
  - ability to meet conflicting deadlines,
  - ability to work independently and as part of a team,
  - high level of accuracy and attention to detail in all aspects of the work,
  - well developed communication and interpersonal skills,
  - ability to negotiate situations to a successful outcome,
  - ability to work with confidential and sensitive information,
  - high-level computer literacy,
  - experience providing administrative support at an executive level, including support to a Board,
  - good knowledge of and experience working with policy, compliance and quality assurance systems, and
  - high-level minute taking skills.
- Available to attend monthly Board meetings during the evening.
- Relevant qualifications or demonstrated experience.

### Desirable

- Understanding of the causes and consequences of sexual assault, family and domestic violence.
- Tertiary qualifications in a relevant discipline.
- Willingness to undertake specific functions, such as roster management and financial duties.

Sighted and agreed to by *Operations Administrator*

**Name:**

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**Signature:**

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**Date:**

DD/MM/YYYY

<b>Current as at:</b>	September 2018
<b>Review due:</b>	September 2020
<b>Consultation by:</b>	Operations Administrators, Office Manager
<b>Approval by:</b>	Executive Officer