

Position Description
Operations Administrator

Award:	Social, Community, Home Care and Disability Services Industry Award (MA00100). Level 2, Pay Point 1
Other Benefits	11.5% Superannuation & salary packaging benefits
Location:	Morwell Administration Office
Hours of work:	45.6 hours per fortnight
Reports to:	Finance Coordinator
Term of employment	Ongoing
Applications:	Applications including a current resume and addressing the key selection criteria should be made via Seek or by emailing mel.shankland@llg.org.au
Closing date:	5pm Thursday 24 th October 2024

Our vision is of an Australia free of suicide.

Our purpose is to support the Gippsland community and other Australians in times of crisis and equip them and their communities to be resilient and suicide safe.

Organisational Context

Lifeline Gippsland Inc. (LLG) is a not-for-profit organisation, governed by a local voluntary board of directors. LLG provides a range of support services to the community including 24-hour crisis support (national service), suicide prevention and mental health awareness programs and training. Volunteers play a vital role throughout the organisation.

Two crisis support phone rooms are located in Drouin and Morwell. The business operations consist of five Opportunity Shops across Gippsland (Churchill, Morwell, Sale, Traralgon and Wonthaggi), and a warehouse in Morwell. These business operations provide the majority of the income required to run the crisis support line and other suicide prevention services.

Lifeline Gippsland Values

Quality & Professionalism

Lifeline Gippsland is committed to building the skill and efficiency of its staff and volunteers and adopting best business practice to maintain commitment, accountability, compliance and accreditation inside a creative and innovative organisational environment.

Respect

Lifeline Gippsland will treat people and organisations fairly and objectively. We will use our influence to create environments free from discrimination, harassment and bullying.

Fairness

Lifeline Gippsland is committed to the principles of social justice, and will strive to offer equitable and inclusive services to support people to live and active and fulfilled lives.

Integrity

Lifeline Gippsland is committed to being open and honest in all its activities, and will consistently strive to earn and sustain public trust in our organisation.

Collaboration

Lifeline Gippsland will engage inclusively with our staff, volunteers, stakeholders and partners to form alliances intended to improve the delivery of our key services and outcomes to the community

Sustainability

Lifeline Gippsland will strive to build and maintain diverse income streams to support our financial viability, provide suicide prevention services and achieve important environmental outcomes through our recycling activities.

Organisational Level Outcomes:

All team members are expected to contribute to the success of LLG

At LLG we foster a strong sense of collaborative practice and a positive workplace by:

- Actively preparing for and participating in team meetings
- Participating in training opportunities
- Participating in performance planning processes
- Implementing OHS safe work practices in line with LLG policies and procedures
- Contributing to the development of policies, procedures, risk management and quality improvement processes
- Developing annual work plans based on key performance indicators

Position Purpose

You will work collaboratively with internal and external stakeholders and provide operational support to all staff members across the organisation and relief support to the Reception and Administration Officer & Finance Coordinator, as required. You will work to deliver a range of activities and services to support the efficient and effective operation of Lifeline Gippsland.

Working within our team you will work with a diverse mix of passionate and purpose-driven people as we strive towards our vision of free an Australia free of suicide.

Key Responsibilities

General Administration	<ul style="list-style-type: none">• Secondary point of contact for phone calls and visitors• Maintain office efficiency by planning and implementing office systems• General administration tasks to support Reception when needed
Financial	<ul style="list-style-type: none">• Assist the Finance Coordinator with accounts payable and receivable to ensure bills processed accurately and invoices are sent in a timely manner.• Liaise with Suppliers and Customers as needed.• Process reoccurring end of month journals as directed• Prepare petty cash and other reconciliations• General administration duties related to finance activities, including filing and archiving of paper and/or electronic copies of documentation.• Oversee fundraising activities in partnership with other staff and key stakeholders.• Update and maintain collection tin records.• Back-fill for Finance Coordinator when required
Record keeping	<ul style="list-style-type: none">• Assist with general record keeping and file management• Maintain databases and registers as directed• Assist with the filing and archiving of financial documentation, personnel and volunteers' records, adhering to legislative requirements• Assist with document retrieval as part of quality assurance and financial audits

Key Responsibilities (continued)

Operational Support

- Liaise with relevant staff to ensure maintenance requests are responded to and updated
- Electronic filing of scanned correspondence
- Co-ordination of meetings, events and other functions as required
- Be a member of the OH&S Working Group to assist with making recommendations and changes in relation to OH&S issues.
- Lodge CrimChecks as directed
- Liaise with external contractors and stakeholders to rectify any IT or billing issues
- Facilitate purchasing and tracking of equipment and other purchases
- Assist team with recording rag orders and sales
- Ad hoc duties and project involvement as required

The organisation may from time to time issue verbal instructions or written descriptions about your job duties and responsibilities, which will serve as a guide for the areas for which you will be responsible. It is expected that your duties will be performed in accordance with the instructions of the organisation.

Prerequisites:

Mandatory

- A current Victorian driver license
- Willing to undertake police check and return clear results
- Minimum 12 months experience using Xero or similar accounting software

Desirable

- Experience in a similar role within not-for-profit sector
- Experience or knowledge in OH&S administration
- Certificate in Bookkeeping

Key Selection Criteria:

1. Demonstrated administrative skills
2. Experience using Xero or similar accounting software
3. Strong written and oral communication and interpersonal skills
4. Ability to manage sensitive information and maintain a high degree of confidentiality
5. Ability to use initiative in the work place and demonstrate problem solving skills
6. Effective time management and attention to detail
7. Be a team player, with a positive attitude towards pitching in
8. Demonstrated expertise across the Microsoft Office suite of programs, particularly Excel
9. Strong organisational skills with the ability to manage multiple deadlines with changing priorities