

LODDON CAMPASPE



MULTICULTURAL SERVICES

POSITION DESCRIPTION

Position:	Administration Officer
Tenure:	Permanent part-time, 12 month contract
Hours:	22.5 hrs per week preferably over 4 days
Reports to:	Executive Officer

Loddon Campaspe Multicultural Services (Multicultural Services) is a leading independent organisation that helps people from migrant and refugee backgrounds build positive lives in regional Victoria. Multicultural Services is a membership-based organisation and the peak body for refugee and migrant groups in Central Victoria. By focusing on people's strengths we are able to develop stronger communities, support other service providers and influence decision makers at local, state and national levels.

Multicultural Services' work sits within 2 program areas:

Community Programs

- Employment Program
- English Program
- Settlement, Engagement and Transition Support (SETS) Program
- Capacity building with multicultural communities

Arts and events

- Zinda Festival
 - Art-based projects
 - Community cultural events
 - Events and activities to support social cohesion
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POSITION SUMMARY

Multicultural Services has previously relied on volunteers to manage reception and administration duties. The organisation has grown rapidly over the last 18 months and is now in a position where a part-time Administration Officer is needed. The Administration Officer will work alongside, rather than replace, volunteers. The Administration Officer will be a key role to ensure our programs run smoothly and migrant and refugee community members feel included and at home at our service.

RESPONSIBILITIES

Reception and front-of-house support

- Act in a welcoming and professional manner at all times to develop a sense of inclusion and warmth at our service
- Greet, assist and direct clients, visitors and the general public
- Support clients to access Multicultural Services' programs and external services
- Answer incoming calls, respond to caller's inquires
- Ensure the office space is tidy and welcoming at all times

Administration

- Data entry, filing and scanning
- Maintain client and member data bases
- Undertake financial tasks such preparing invoices and maintaining petty cash
- Manage incoming mail and emails
- Maintain stationery and kitchen stock
- Take minutes at meetings
- Undertake other administration duties as directed by staff. This may include scanning, data entry or similar tasks

Staff support

- Assist the Executive Officer and the Manager of Community Programs as needed, e.g. booking appointments, returning calls, etc.
- Train and support reception volunteers

Organisational responsibilities

- Work from a culturally sensitive, inclusive framework
 - Participate in training as agreed between supervisor and employee
 - Participate in monthly supervision
 - Participate in organisational meetings and activities as required
 - Work collaboratively across the organisation to meet community need. This may at times involve supporting direct service staff or assisting at functions.
 - Undertake other duties as required
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KEY SELECTION CRITERIA

Essential

MULTICULTURAL SERVICES Administration Officer PD 04.19

- Minimum 2 years' experience in an administration or reception role
- Excellent interpersonal and communication skills, both in person and over the phone
- Excellent written communication skills
- Demonstrated cross-cultural skills and knowledge
- Computer skills, including proficiency in Microsoft Office suite of programs
- Ability to work flexibly in a fast-paced environment

Desired

- Lived experience of migrating to Australia
- Fluency in a language other than English
- Experience supervising staff or volunteers
- Qualification in business administration or similar

CONDITIONS

- Satisfactory Police check on a yearly basis or as requested by Multicultural Services
- A current working with children's check
- A current driver's licence and access to own vehicle during work hours

BENEFITS OF WORKING WITH MULTICULTURAL SERVICES

In addition to being part of an organisation that makes a truly positive impact on people's lives, you will also have access to:

- Salary packaging, which significantly increases take home pay
- Family friendly workplace with flexible work arrangements
- Positive workplace culture and supportive team environment
- A richly diverse team of staff and volunteers from all around the globe
- A dynamic and flexible organisation with minimal hierarchy
- Access to learning & development initiatives
- Community focused staff with a shared passion for improving opportunities for migrants and refugees