

Office Manager Position Description



Location: Sydney

Employment Status: Permanent Full Time

Award or Scale: Social, Community, Home Care and Disability Service Industry Award

Award Grade: SCHCADS - Level 4, Pay Point 1

Reports to: Business Manager

Salary Range: Starting at \$50,149.92 per annum

Probation Period: 6 months

Performance Review: Annual

Salary Review: Annual

Position Description approved: ACCAN CEO June 2012

Position Description Review: Annual

About ACCAN

The Australian Communications Consumer Action Network, ACCAN, is Australia's peak body representing the interests of all consumers in communications issues. ACCAN is an important and independent consumer voice promoting the accessibility, quality of service, affordability and availability of communications services for all Australian consumers with particular concern for vulnerable consumers whose needs are underrepresented.

ACCAN's role is to:

- promote the accessibility, affordability and availability of services for all Australians;
- advocate on behalf of consumers on telecommunications laws affecting consumers, law reform, policy development and in relation to industry practices;
- participate in regulatory and co-regulatory activities; and to contribute to the development of Government policy in telecommunications and communications,
- making markets work well for consumers,
- manage a community grants program.
- promote the development of Australian ICT resources;
- develop a strong, coordinated voice for consumers and to represent and advocate on behalf of consumers to government, regulators and the telecommunications/communications industry;
- undertake research, policy development and education;
- facilitate access to and dissemination of information to consumers, consumer representatives and consumer organisations;

ACCAN is a not-for-profit company.

Job Summary

The purpose of the Office Manager post is to:

- contribute to the achievement of the goals and objectives set out in the Strategic Plan and the Annual Work Plan, and to
- organise and coordinate office operations and procedures in order to ensure organisational effectiveness and efficiency.

Qualifications

Relevant qualifications, Certificate IV or equivalent years in experience in a similar role.

Duties & Responsibilities

Manage general office administration

- Design and implement office procedures
- Providing administrative support to ACCAN team
- Maintaining the office calendar on the ACCAN intranet
- Management of ACCAN correspondence
- Coordinating ACCAN mail-outs
- Maintaining procurement of all office supplies
- Overseeing maintenance of office equipment and calling in service technicians especially for the air conditioner and photocopier
- Responsibility for ensuring the office is tidy and managing the office cleaning services

Reception

- Responsible for telephone and in-person enquiries at reception, including meeting and greeting guests, taking messages and arranging courier services as required
- Co-ordination of consumer contacts to ACCAN including management of case database
- Coordinating logistics for meeting room bookings and teleconference bookings as required

Records Management

- Controlling and updating the ACCAN database and assisting ACCAN staff to access the database
- Support for the ACCAN document management system
- Maintenance of ACCAN resource libraries (electronic and hard copies)

Document preparation and layout

- Providing support for staff with long document preparation, format and layout
- Training staff where necessary on using MS Office Suite especially with using styles, templates and spreadsheets
- Control and development of ACCAN templates & style sheets

Bookkeeping

- Assisting the Business Manager with basic financial processes as directed

Secretariat Support

- Assisting with the logistics for ACCAN Board meetings and the Annual General Meeting
- Assisting with the circulation of papers for Board meetings

Other duties

- Assisting with ACCAN meetings, seminars and workshops
- Other duties involved with administration as assigned by the Business Manager

Essential Skills

- Computer skills including the word processing and spreadsheet programs, and email at an advanced level
- Strong organisational and administrative skills
- Oral and written communication skills of a high order
- Thorough understanding of office administration
- Ability to produce business correspondence, proofread for grammar, spelling and punctuation with a high degree of accuracy
- Experience with database support
- Knowledge of records management systems
- Ability to liaise effectively with a range of people, including VIPs and community organisations
- Ability to work as part of a team
- Attention to detail and high level of accuracy
- Time management skills

Desired Skills

- Knowledge of and experience of working in the community sector
- Secretariat or minute taking experience
- Experience in assisting with conference and meeting organisation and support
- Familiarity with and understanding of the needs of people with disabilities
- Basic bookkeeping knowledge

Summary terms and conditions

- Permanent full-time
- Base salary commencement level SCHADS Award Level 4 Pay Point 1.
Base Salary at \$50,149.92 per annum
- In addition to base salary 9% of salary for Superannuation Employer Contribution
- 4 weeks annual leave with 17.5% leave loading.
- Terms and conditions are those set out in the Job Offer Letter, ACCAN Work Place Agreement, ACCAN policies & procedures and the National Employment Standards as set out in the Fair Work Act (2009).
- 37.5 hours (5 days) work hours 9am – 5pm with flexi-time agreement. Some flexibility is essential as attendance at events may be required as part of the position.
- All ACCAN staff are required to comply with ACCAN policies & procedures.

ACCAN is an EEO employer: Aboriginal and Torres Strait Islander peoples, persons with disabilities, and people from culturally, linguistically and religiously diverse backgrounds are encouraged to apply

I have received a copy of the position description and have read and understand its contents.

Employee's Name (please print)

Signature

Date

Supervisor's Name (please print)

Signature

Date