

## ADMINISTRATION OFFICER

### Vision Statement

‘Gowrie SA is a progressive organisation that builds on our history to lead learning and inclusion with children, families and communities.’

### Summary of the Position and its Responsibilities

The Administration Officer reports to and is accountable to the Finance Officer/Administration Team Leader for the provision of administrative, reception and account keeping services for Gowrie SA. The Administration Officer will work in collaboration with the Finance Officer/Administration Team Leader, the Professional Learning Program (PLP) Leader and the Inclusion Agency Contract Manager for the provision of reception and administrative support services for the Professional Learning and Inclusion Agency.

### Agreement, Award and Conditions

The Administration Officer role is offered as a full time position, with a rostered day off (RDO) in accordance with Gowrie SA policies. The Administration Officer will be aligned to the Clerks Private Sector Award 2010 (Level 5), dependent on qualifications and/or experience.

The Administration Office is required to:

- Attend Gowrie SA after-hours organisation-wide staff meetings
- Attend other relevant meetings as required

### Educational Qualifications/Experience

The Administration Officer will have:

#### Essential

- Proven experience using databases and MYOB
- Extensive experience working in a reception role

#### Desirable

- Experience working in a non-profit/community based environment
- Experience in RTO administration and reporting processes

### Statement of Key Responsibilities

The Administration Officer will:

Contribute to the efficiency, effectiveness and quality of Administration team, Professional Learning and Inclusion Agency Programs by:

- Providing data entry and maintenance of systems including MYOB and the PLP database
- Entering, and processing participant registrations, invoices, registration lists, certificates, name tags, evaluation forms, correspondence, online registrations etc.
- Processing and entering customer resource purchases including invoicing, packaging and posting goods

- Data entry and set up for special events and PL sessions as required
- Housekeeping and booking systems for professional learning rooms/venues
- Banking and postage for the organisation
- Managing an efficient filing system including archiving of RTO records according to the Standards for RTO's
- General administration duties as required by the Administration Team Leader, PLP/IA Leader and the CEO
- General administration and data entry duties, including enrolment and course completions in relation to the RTO functions
- Enrolling/creating training accounts as per government requirements
- Data entry of completed modules
- Creating parchments and transcripts as per Standards for RTO's
- Submitting reports for the RTO to relevant state authorities, and others as required
- Assisting with RTO audits, as required
- Booking external facilitators and organising contracts as required
- Providing monthly reports regarding enrolment numbers in PL sessions
- Monitoring session numbers and making recommendations about extra sessions required
- Booking venues/catering as required for events
- Create COVIDSafe plans for professional learning sessions, as required
- Create and distribute virtual links for professional learning sessions, as required
- Assist the Professional Learning Program Leader with calendar planning
- Create and modify Professional Learning and Parenting Program promotional materials in Adobe InDesign, as required
- Organise Circle of Security Parenting (CoSP) parenting groups, including booking facilitators, taking inquiries, registrations, venues and payment as required
- Assisting in the development of promotional materials using InDesign.

Contribute to the provision of a high quality enquiry and customer support services to the Inclusion Agency and Professional Learning Program as required by:

- Providing telephone and office reception services
- Responding to customer queries for professional learning in regards to registration, enquires and bookings
- Answering Inclusion Agency calls, as required
- Sending out correspondence and managing phone support and queries in a professional manner
- Assisting with bulk mail outs for Parenting and Professional Learning Programs
- Managing the room booking diary and providing room booking confirmation information
- Managing in centre requests, invoicing, confirmations and facilitators for the sessions.

Assist the Administration Team Leader by:

- Processing of accounts payable and receivable transactions into the appropriate software
- Arranging payment of accounts in accordance with Gowrie SA policies and as directed by the Administration Team Leader
- Preparing and sending invoices/receipts for debtors as directed by the Administration Team Leader and Gowrie SA policies
- Data entry and maintaining accurate electronic records
- Reporting any irregularities to the Administration Team Leader
- Maintaining an orderly accounting filing system and records management
- Providing professional presentation of official documents as required
- Ordering stationery, office and kitchen consumables, when required
- Other accounting support duties as directed by the Administration Team Leader
- Providing administrative and clerical support to program staff, as required
- Any other reasonable duties as directed by the Administration Team Leader, as required

### **Person Abilities/Aptitudes/Skills**

The Administration Officer will:

- Communicate professionally through effectively verbal and written communication skills
- Have the ability to work collaboratively and to negotiate problem solving approaches

- Have the ability to work autonomously and demonstrate initiative
- Have the ability to receive, and act on, constructive feedback
- Have the ability to set goals, reflect and review
- Show a commitment to Gowrie SA vision, values and philosophy
- Maintain confidentiality and professionalism at all times
- Liaise with others to achieve required outcomes
- Provide advice and information in an appropriate and sensitive manner
- Have competent and accurate typing and data entry skills
- Have the ability to organise workload and achieve identified outcomes within tight timelines
- Sound working knowledge of MS Office, Adobe InDesign and general computer literacy

### Knowledge

The Administration Officer will have:

- A knowledge of Workplace Health and Safety principles and practices
- A knowledge of administrative procedures
- A Knowledge of the children's services sector
- A knowledge of the Standards for RTO's

### Special Requirements

The Administration Officer will:

- Hold a not-prohibited DHS Working with Children Check
- Provide a signed Statement of No Adverse Effects' annually
- A current full driver's license



## DECLARATION OF ADMINISTRATION OFFICER Job & Person Specification

### Approval by the Program Leader:

Name:

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Signature:

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Date:

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### Acknowledged by Employee:

I have read the Administration Officer job and person description and agree to carry out the responsibilities and duties of the position diligently and to the best of my ability.

Name:

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Signature:

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Date:

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