

ADMINISTRATION OFFICER - RETIREMENT LIVING**POSITION DETAILS:**

Position Title:	Administration Officer	Reports To:	Village Manager
Department/Division:	Administration	Direct Reports:	Nil

POSITION SUMMARY:

The Administration Officer is responsible for undertaking general reception and administrative duties in support of the day-to-day operation of the Village.

KEY RESPONSIBILITIES**Reception Duties**

Provide clerical, administrative and property management support to Executive Staff and Village Manager including but not limited to:

- Frontline reception.
- Database, record and account keeping.
- Maintain an effective filing system.
- Assist with marketing, advertising and promotional activities.
- Assist with the full sales process, from initial inquiries to resident settling into the village.
- Compilation of meeting minutes and agendas and assistance with correspondence.
- Coordination of equipment and supplies.
- Arrange and set up appointments, meetings and functions.
- Other duties deemed relevant to the position.

Property Management

- Manage issues relating to defects and the ongoing maintenance of SCC properties. This includes (but is not limited to) liaising with residents, contractors and SCC staff to ensure issues are dealt with and appropriately rectified.

Communication

- Always maintain and respect employee, consumer and organisational confidences.
- Actively participate in meetings and discussions in a constructive manner.
- Communication with consumers and colleagues in a kind and caring manner, taking into account individual, cultural and religious preferences.

Self-Organisation

- Work as part of a busy team and be supportive of other team members.
- Prioritise workload and use resources effectively and efficiently.
- Adhere to legislation pertaining to privacy and confidentiality and the handling of personal information.

Education, Training and Professional Development

- Participate in mandatory training as required by SCC.
- Actively pursue learning and skills development opportunities.
- Participate in non-mandatory, in-service and external training as part of own professional development program.
- Actively participate in annual performance reviews.

KEY PERFORMANCE INDICATORS

- Registers are maintained and up-to-date.
- All financial transaction functions are processed accurately and within required timeframes.
- Employment packs are completed accurately and submitted to State Office on time.
- All incident reports and related workers compensation information is submitted to State Office on time.

ADMINISTRATION OFFICER - RETIREMENT LIVING**SELECTION CRITERIA****Essential**

- Sound written, verbal and numeracy skills
- Demonstrated customer service skills
- Demonstrate knowledge and experience in contemporary office management practices, including clerical and administrative functions
- Sound computer and keyboarding skills and proficiency with the Microsoft Office Suite including Word, Excel and Outlook.
- Current unrestricted Australian Drivers Licence.

Desirable

- Certificate III in Business or equivalent
- Previous experience in a similar role

Personal Attributes

- High ethical standard, trustworthy and confidential.
- Works well individually and as a team member.
- Has consideration and respect for others and their views.
- Adapts to changing environments and demands with resilience.
- Enthusiastic, energetic, projects a positive image.
- Good attention to detail, efficiency and effectiveness.
- Display a positive "can do" attitude.

SPECIAL EMPLOYMENT CONDITIONS

- Required to provide a satisfactory National Criminal History Record (Police Check) that is not more than three years old on employment and that complies with the requirements of the *Aged Care Act 1997* prior to commencement of employment.
- Required to sign the organisation's Confidentiality Agreement.
- All SCC employees, volunteers, and contractors must hold a valid registration to work with vulnerable people with an NDIS endorsement as this is a condition of registration for all NDIS providers under the NDIS Act 2013 and SCC Safety Screening Policy.

WORK HEALTH AND SAFETY REQUIREMENTS/CONTINUOUS IMPROVEMENT

- Adhering to Southern Cross Care Occupational Health and Safety Policy and Procedures.
- Working in a responsible manner and encouraging others do so to ensure the safety of oneself, other staff members, residents and visitors to Southern Cross Care Facilities.
- Implementing correct fire, emergency and safety procedures, and attending prescribed training as required.
- Perform all resident care tasks in accordance with SCC established procedures.
- Reporting, and documenting incidents, risks and hazards in a timely manner in accordance with SCC policy and procedures.
- Reporting maintenance and repair requirements of buildings, plant, equipment, furnishings and fittings promptly using approved SCC procedures.
- Using all equipment and supplies appropriately to complete duties to minimise wastage and/or abuse.

AUTHORISATION:

This position is classified within the Administration Officer structure.

Manager Signature:		Date:	
Employee Signature:		Date:	

POSITION DESCRIPTION