



Position Description

Administration Officer

Reports To:	Administration Manager
Base Location:	Fitzroy Crossing, WA
Hours of Work:	38
Organisational Unit:	Corporate Services
Award:	Social, Community, Home Care and Disability Services Industry Award 2010

Classification:

POSITION CONTEXT

The Administration Officer is responsible for the delivery of a wide range of administrative and office support services and activities to facilitate the timely, efficient and effective operation of the organisation. Includes management of reception services.

ABOUT OUR ORGANISATION

Marra Worra Worra Aboriginal Corporation was established in the late 1970s by the people of the Fitzroy Valley and is the largest and oldest Aboriginal resource agency in the Kimberley. The primary aim of Marra Worra Worra is to work with Bunuba, Gooniyandi, Wangkatjungka, Walmajarri and Nyikina groups in the Fitzroy Valley to strengthen culture, support community and create sustainable employment solutions.

Core program delivery reflects our vision and mission and encompasses:

- Community Development Program;
- Housing Management and Tenancy Support;
- Jalangurru Mayi Café Social Enterprise;
- Waste Management Social Enterprise; and
- Karrayili Adult Education Training Centre.

In addition, Marra Worra Worra has a broad range of investments and interests to diversify its revenue and to create further opportunities for people in the Fitzroy Valley. This includes the Fitzroy Hardware and Ngiyali Roadhouse, which are wholly owned subsidiary entities.

CAPABILITY SUMMARY

The Marra Worra Worra Capability Framework applies to all Marra Worra Worra employees. Demonstrated capacity to meet the below capabilities is a requirement of the role.

CAPABILITY GROUP	CAPABILITY NAME
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Personal Attributes	<p>Culturally Responsive Values diversity as a strength</p> <p>Inclusive Recognises the rights of others</p> <p>Ethical Has integrity and principles</p> <p>Collaborative Works with others to attain goals and achieve</p> <p>Flexible Adapts to changing circumstances in the workplace</p>
Relationships	<p>Community Relations Collaborate with others to support positive client outcomes</p> <p>Professionalism Be ethical and professional, and adhere to Marra Worra Worra Values</p> <p>Communication Communicates in a culturally responsive manner and conveys clear messages to others</p> <p>Leadership and Team Work Motivate and engage staff and develop capability and potential in others</p>
Service Delivery	<p>Client Outcomes Achieves results through efficient use of resources and a commitment to quality client outcomes</p> <p>Creativity and Innovation Encourage and suggest new ideas and show commitment to improving services and ways of working</p> <p>Plan and Prioritise Plan to achieve priority outcomes and respond flexibility to the changing environment</p>
Resources	<p>Financial Management Be a responsible custodian of organisational funds and apply processes in line with legislation and policy</p> <p>Equipment and Assets Use, allocate and maintain work tools appropriately and manage assets responsibly</p> <p>Technology and Information Use technology and information to maximise efficiency and effectiveness</p>
Technical Expertise	<p>Administrative operations Understanding of administrative functions and office practices within a professional office environment; Qualifications in office support or business administration</p>

KEY RESPONSIBILITY AREAS

KEY RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
Administrative Services	<ul style="list-style-type: none"> Maintain suitable levels of office supplies, including stationery, equipment, uniform and kitchen provisions as required. Develop, review and improve administrative systems, policies and procedures.
Reception Services	<ul style="list-style-type: none"> Assist the day-to-day operations of reception, ensuring staff are trained and a professional service and work environment is maintained, including organising adequate cover in place of sickness and vacation. Oversee the timely distribution of incoming mail and despatch of outgoing mail. Monitor visitor access and maintain security awareness.
Management Team Support	<ul style="list-style-type: none"> Prepare letters, reports or other correspondence for the management team as requested. Take minutes of meetings as necessary and distribute within agreed timeframes.
Functions	<ul style="list-style-type: none"> Assist the Office Manager plan, organise and promote office events, including conferences, meetings and social functions. Oversee special projects from time to time as required.

	<ul style="list-style-type: none"> Organise catering for meetings as requested.
Community Support	<ul style="list-style-type: none"> Assist with the community check in accounts. Respond to community queries and direct to the appropriate department as required.
Work Health and Safety Safe workplaces and environments are provided and maintained for Staff, service users and external stakeholders.	<ul style="list-style-type: none"> A positive workplace culture free of bullying, harassment and discrimination is promoted. All reasonable and practical steps to ensure the safety, health and welfare of all staff and service users in accordance with legislation and policies are taken. Immediate intervention occurs wherever unsafe work practices are observed. Notifiable incidents and/or WHS events of concerns are reported in a timely manner. Site-based and Activity-based risk assessments are completed and maintained.
Aboriginal Ways of Working Demonstrate a personal understanding of responsive ways of working with Aboriginal Clients, Staff and Communities, representative and/or Statutory Bodies.	<ul style="list-style-type: none"> Marra Worra Worra is recognised as the lead organisation in working with Bunuba, Gooniyandi, Nyikina, Walmajarri, and Wangkatjungka to strengthen culture. Aboriginal clients, staff, communities, and Statutory Bodies are supported in a way which protects and respects their cultures.
Quality in all We Do All operations are conducted with a commitment to quality which align with quality management principles.	<ul style="list-style-type: none"> Operations are conducted in accordance with Marra Worra Worra's Quality Management Framework. Feedback from job seekers and external clients demonstrates quality services are provided. Formal NIAA Provider Performance feedback attests to the delivery of quality service delivery.
Additional Duties Other duties as reasonably required	<ul style="list-style-type: none"> Duties are completed in a timely manner

ESSENTIAL CRITERIA

Essential Criteria

- Current driver's licence (manual).
- Experience working in administration or a highly customer focussed service role.
- Experience of Microsoft Word, Excel and Powerpoint software.
- Understanding of administrative functions and office practices.
- Ability to deliver high quality, professional, customer focussed administrative services.
- Ability to maintain a high level of accuracy and confidentiality.
- Good written and verbal communication skills.
- Ability to manage time, set priorities and achieve outcomes in a demanding environment.
- Demonstrated ability to be proactive and use initiative to solve problems.
- Demonstrated ability to lead, monitor, motivate and inspire staff, providing guidance and support.
- Ability to interact with and develop rapport with people of diverse backgrounds.
- Demonstrated understanding and appreciation of cultural differences and diversity.

- Completed Year 12 (or equivalent) with English and Mathematics and/or at least 3 years demonstrated general administration experience.

Desirable Criteria

- Understanding of the social, economic and environmental factors impacting on local (rural and remote) communities.
- Previous experience living and working in remote communities.
- Qualifications in office support or business administration.

Credentials Check

It is a requirement of the role to provide a National Police Certificate. In addition, Marra Worra Worra Aboriginal Corporation may undertake any other credential checks to verify ongoing suitability to the role.

Marra Worra Worra Aboriginal Corporation reserves the right to immediately terminate employment where it is deemed previous criminal (unspent) charges, or pending charges, may bring the organisation and/or programs and services delivered by the organisation, into disrepute.

EMPLOYEE ACKNOWLEDGEMENT/AGREEMENT

I acknowledge and agree that I have read, understood and accept the above position description of **Position Title** as part of the terms and conditions of my employment with Marra Worra Worra Aboriginal Corporation.

I further understand the position description is designed to provide a general understanding of the role and may encompass additional responsibilities within my experience in order to meet the organisation's objectives.

I also acknowledge that Marra Worra Worra Aboriginal Corporation operates in diverse region and the ability to travel and work throughout the region may occur at short notice.

Printed Name

Signature

Date