



# THE VICTORIAN PRIDE CENTRE

## Position Description Administration Officer & EA

August 2022

Position Details	
<b>Title</b>	Administration Officer & EA
<b>Unit</b>	NA
<b>Time Fraction</b>	0.6 FTE
<b>Position Relationships</b>	Reports to CEO
<b>Principal Location</b>	79-81 Fitzroy Street, St Kilda
<b>Position Purpose/Description</b>	<p>Reporting to the CEO, the Administration Officer and Executive Assistant (EA) plays a key role in ensuring the day-to-day administration of the Victorian Pride Centre and smooth running of the CEO's office including supporting the operations of the Team, board and subcommittees.</p> <p>As the public face of the CEO's office, the EA provides exceptional customer service for internal and external stakeholders.</p>

<b>Major Responsibility Areas and KPI's</b>	
<b>Major Responsibility Area</b>	<b>Key Performance Indicators (2022-2023)</b>
<b>1. Administrative Coordination, Governance and Team Support</b>	<ul style="list-style-type: none"> <li>• Systems are set up, maintained and improved.</li> <li>• Resident organisations and users of the Centre are informed and can access relevant information.</li> <li>• Privacy and Data compliance is maintained and information is accurate and up to date.</li> <li>• Agenda, papers and minutes are well prepared, accurate, timely and adheres to good governance practice.</li> <li>• Stock levels are maintained and purchases made in a timely manner.</li> <li>• Collaboration is enhanced through effective and efficient systems, processes and communication mechanisms.</li> </ul>
<b>Associated Tasks</b>	
<ul style="list-style-type: none"> <li>• Manage, maintain and improve administrative processes and information systems including the VPC sharepoint and Salesforce CRM.</li> <li>• Ensure all governance related secretariat support is effective and highly professional. This includes working with the CEO and Chair in preparing meeting agendas, minutes and actions are promptly followed up.</li> <li>• Work closely with the Team to ensure all board reporting is accurate and timely.</li> <li>• Work closely with the CEO and Company Secretary to ensure that VPC complies with corporate governance statutory requirements such as election of board directors, ACNC reporting etc.</li> <li>• Take a lead role in ensuring regular Team meetings are scheduled, attended and productive.</li> <li>• Undertake a variety of administrative support functions including day-to-day business processes such as the preparation and coordination of meetings, agendas, reports and correspondence, data entry, organising catering, purchase of stationery, general site consumables and any other admin tasks as directed.</li> </ul>	

<b>Major Responsibility Area</b>	<b>Key Performance Indicators (2022-2023)</b>
<b>2. Professional Support to the CEO</b>	<ul style="list-style-type: none"> <li>• CEO's administration and executive functions are well co-ordinated, prioritised and undertaken professionally in</li> </ul>
<b>Associated Tasks</b>	

<ul style="list-style-type: none"> <li>• Act as the key liaison point between the CEO's office and key internal and external stakeholders.</li> <li>• Offer exceptional customer experience to stakeholders by responding to requests in a positive, effective and timely manner.</li> <li>• Provide exceptional diary management, tour and meeting scheduling and travel coordination to optimise the CEO's time and effectiveness.</li> <li>• Manage the preparation for meetings attended by the CEO including: travel, papers, briefings, agendas, minutes, and timely follow up.</li> <li>• Develop and manage effective and efficient administrative, data collection and information systems in order to support the CEO.</li> <li>• Exercise judgement and prioritise all incoming correspondence including emails and calendar appointments.</li> <li>• Drafting of outgoing correspondence as required.</li> <li>• Develop presentations, edit and format relevant papers and reports.</li> <li>• Ensure timely reporting by CEO for all reports and deadlines.</li> </ul>	<p>order to maximise productivity and efficiency.</p> <ul style="list-style-type: none"> <li>• Presentations, reports and papers are prepared to maximise understanding and engagement of relevant audiences.</li> <li>• Meeting minutes are accurate and distributed in a timely manner, and record action items that are followed up on time.</li> <li>• Constructive and positive feedback from internal and external stakeholders regarding exceptional customer experience demonstrated by timely, accurate responses in a positive and helpful manner.</li> <li>• CEO's office represents high level of professionalism, integrity and promotes confidence and reliability to all stakeholders.</li> </ul>
--	--

Major Responsibility Area	Key Performance Indicators (2022-2023)
<p><b>3. Operational Support</b></p>	<ul style="list-style-type: none"> <li>• Pride Centre IT infrastructure and software is secure, functioning and maintained.</li> </ul>
<p><b>Associated Tasks</b></p> <ul style="list-style-type: none"> <li>• Work with the Pride Centre's Bookings &amp; Facilities Coordinator and IT support provider to assist with resolving IT, infrastructure, maintenance and equipment issues eg. Multipurpose and common areas ICT, AV, photocopiers, tablets, phones, computers etc.</li> <li>• Work with the Bookings &amp; Facilities Coordinator to ensure the implementation, management and compliance with Pride Centre's OH&amp;S Policies and Procedures.</li> <li>• Work with the CEO, VPC Accountant/Book keeper and Treasurer to implement and maintain effective bookkeeping processes, reporting and management of accounts payable.</li> </ul>	<ul style="list-style-type: none"> <li>• Issues and requests are directed to the appropriate personnel in a timely manner.</li> </ul>

**Professional Qualities Required:**

- A minimum of 3-5 years experience in a similar all-round administrative and EA role.
- Well-developed administration skills including the ability to utilise business systems such as records management in line with organisational policies, along with advanced Microsoft office and Sharepoint skills and ability to trouble shoot IT issues.
- Highly organised with the ability to manage work efficiently and to operate effectively in a fast paced environment and contribute to continuous improvement.
- Strong interpersonal and communication skills with a sound customer service orientation, ability to work in a team and to relate to managers, staff, contractors and clients and develop effective working relationships with a range of stakeholders.
- An ability an interest in working in a dynamic and fast pace environment
- Adaptability and flexibility to work effectively in a team environment and to contribute to the Pride Centre at a broader level.
- Ability to demonstrate initiative and accountability by taking prompt action to accomplish objectives, motivated to achieve goals beyond requirements and takes responsibility for achieving strong outcomes for you and the team.

**Desirable**

- Experience with wide ranging software systems and an ability to quickly learn how to navigate new systems/platforms (Salesforce, Wordpress, CRMs, BMS)
- Qualifications in business administration, social or community services (or a relevant discipline) will be highly regarded
- An understanding of the LGBTIQ+ sector and current/contemporary issues faced by LGBTIQ+ communities.

**Personal Qualities Required:**

- Strong interpersonal communication skills including tact, constructive feedback, discretion and effective listening
- Flexible and adaptable, able to accept changing priorities and act accordingly
- Experience and ability to effectively communicate and develop relationships with a wide range of people from diverse backgrounds
- Well-developed written communication skills
- Excellent time management
- Ability to work with in a collaborative team environment, as well as independently.
- Integrity and professionalism: Committed to the VPC's communities of interest and in a manner that is consistent with the organisations code of conduct; inspires trust by treating all individuals respectfully and fairly.

**Terms and Conditions:**

- Salary will be negotiated according to qualifications and experience
- The position is full time fixed term for 3 years
- Employees are required to sign an Oath of Confidentiality
- Travel within metropolitan Melbourne
- Some out-of-standard-business hours work required as per LGBTIQ+ events and functions
- Employment is conditional upon a satisfactory National Police Check and Employee Working with Children Check (WWCC). Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check
- WWCC currency will need to be maintained by the employee for the period of employment
- The position is subject to a six (6) month probation period.

**Acknowledgements:**

**Position Title:** Administration Officer & EA

**Name:**

<b>Signature:</b>		<b>Date</b>	
<b>CEO's Name:</b>	Justine Dalla Riva	<b>Date</b>	
<b>CEO's Signature:</b>			
<b>Probationary Review:</b>		<b>Date</b>	

Created: 2 August 2022	Authorised by:
Circulated:	Reviewed: