



Overview:

Role:	Administration Officer
Team:	Stolen Generations Council
Hours:	Full time (35 hours/week)
Location:	21 Carrington Road Marrickville NSW 2204
Contract Type:	Fixed Term until 30 June 2021 with the possibility of extension subject to funding
Salary:	\$48,000 per annum, plus superannuation and salary packaging options

About Stolen Generations Council NSW.ACT

Our mission: is to direct accessible support services and culturally suitable counselling choices to members of the Stolen Generations and their families.

Our Aims:

- To assist Aboriginal communities in their goal of achieving self determination
- To assist Aboriginal organisations to provide quality services for Aboriginal members of the Stolen Generations
- To provide support, information and networking opportunities for Aboriginal members of the Stolen Generations
- To inform Government departments, key organisations and other agencies on issues affecting the members of the Stolen Generations
- To advocate on issues of concern included in the broader aims and objectives to Aboriginal members of the Stolen Generations and their descendants, including financial and other reparations

About the Role

Reporting to the SGC Executive Officer and working within the SGC Program and Services team, the Administration Officer is responsible for implementing and overseeing office administration activities which fulfil operational requirements, key services and supports to the needs of Stolen Generation survivors, their families and descendants.

Role key accountabilities – you will be an integral member of the programs and services team to deliver:





- First point of contact for the Stolen Generations Council for current and new members, survivors, their families and descendants accessing services and support.
- Support the office operations, including responding to face to face, telephone and written enquiries.
- Obtain necessary enquiry information of new clients connecting with service, referring individuals and families onto Program Coordinators
- Collect and maintain referral and community services network database information, supporting brokering of external services for members and families
- Coordinate and maintain office information systems, ensuring relevant data entry is input on a regular basis and as per contract needs
- Conduct analysis of systems and processes to develop continuous improvements for team and office functions
- Assist the Executive Officer and team with preparation of agendas, updating action logs and associated meeting administration.
- Provide timely advice and information, regular reports to assist with team meetings and key office administration and service delivery matters
- Support the coordination of a range of programs and events to support members participation and attendance; this may include arranging venues, accommodation, travel, guest speakers, and service providers
- Work collaboratively with the Auspice partner (AbSec), adhering to policies, procedures and values of both the Auspice partner (AbSec) and the Stolen Generation Council.
- Actively adhere to and contribute to safe work practices and support a culturally safe workplace environment for staff, members, families and visitors

Your key capabilities

Individual leadership:

- *Improving performance* – Works with others and offers suggestions to find ways of doing the job more effectively
- *Owning the job* – Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a “can do” attitude to levels of excellence
- *Perseverance* – Remains committed to completing the job in the face of obstacles and barriers
- *Timeliness of Work* – Sets achievable timeframes and works to complete projects, task and duties on time.

Qualifications & Experience:

This role will require two or more years’ experience in your field of expertise. You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your capacity of administration officer. It is expected that you will be developing good skills at navigating a complex and sensitive need and forging respectful relationships through influence rather than direct authority.





Selection Criteria

Essential:

- Aboriginality
- At least three (2) years' experience in an Office Administration or a role where customer/client services were provided, coordination of multiple tasks and working within a high performing team is demonstrated.
- Demonstrated experience in the development, support and delivery of services for Aboriginal people, families and communities
- Proficiency in customer service/client relations, including the ability to deal with queries and complaints with appropriate discretion
- Ability to develop and maintain quality internal and external relationships and network information with key stakeholders including government departments, community agencies and shared services teams
- Demonstrated skills, knowledge and experience in office specific administrative coordination
- Demonstrated experience in preparing agendas, updating Action Logs and associated meeting administration
- High level of computer literacy and competency in major administrative software packages particularly MS outlook, Excel, Word, Access and office specific databases
- A demonstrated passion for social change and for contributing to an organisation of influence for the most disadvantaged.
- Proven ability to operate in a diverse work environment with people from a variety of levels and disciplines
- Ability to travel across NSW/ACT as required

Desirable:

- NSW Driver's Licence

Notes

- Applications must directly address the selection criteria and indicate level of experience and achievement in each area.
- The successful applicant will be required to provide a current Criminal Record Check and Working with Children Check.
- The successful applicant will be subject to a probationary period.
- The successful applicant will be required to follow AbSec policies and procedures; a full list of these will be provided upon employment.
- Aboriginality is a genuine occupational requirement authorised in Section 14(d) of the Anti-Discrimination Act 1977 (NSW) and documentation may be required to demonstrate.





To apply, interested applicants are required to address the essential criteria demonstrating their experience against each point, submit a cover letter (maximum two pages) and current CV (maximum five pages).

Applications can be emailed to: recruitment@absec.org.au

Applications Close: 5.00pm 15 January 2021