

## NADA Position Description: Administration Officer

POSITION OVERVIEW	
<b>Date of this position description</b>	August 2020
<b>Position type</b>	Part-time- 30.4 hours per week (days to be negotiated) 12-month term with possibility of extension, dependent on funding
<b>Location</b>	Suite C Level 3, 140 William Street, Woolloomooloo, NSW
<b>Classification and salary</b>	Based on NADA salary scale for Administration Officer position, plus superannuation and eligibility for salary packaging
<b>Reporting relationships</b>	<ul style="list-style-type: none"> <li>• Reports directly to Office Manager</li> <li>• Has no direct reports</li> </ul>
<b>Other working relationships</b>	<ul style="list-style-type: none"> <li>• Works with the NADA executive team to provide administrative support</li> <li>• Works closely with the Office Manager who will provide direction and advice on tasks</li> <li>• Works with the broader NADA staff team to deliver organisational outcomes</li> <li>• Liaise with external stakeholders, suppliers, vendors, travel agents, consultants, business, and government</li> <li>• Develops relationships with NADA members</li> </ul>
<b>Strategic priority</b>	<ul style="list-style-type: none"> <li>• Enhance NADA's operations as a quality, member driven organisation through effective event coordination, administrative and operational systems.</li> <li>• Support the workforce to enhance clinical and therapeutic skills, measure client outcomes, and promote a culture of workforce wellbeing.</li> </ul>
<b>Position summary</b>	The Administration Officer provides a range of administration and support services to meet the needs of the office as well as various administrative support needs of the organisation. This position is essential to supporting the daily operations and involves working collaboratively with all staff particularly the NADA executive team.

### About NADA

The Network of Alcohol and other Drugs Agencies (NADA) is the peak organisation for the non government alcohol and other drugs sector in NSW. Our vision is a connected and sustainable sector providing quality evidence based programs to reduce alcohol and drug related harms to NSW communities.

NADA's goal is to lead as a member driven peak body, building sustainable non government alcohol and other drug organisations to reduce alcohol and drug related harms to individuals, families and communities in NSW.

We represent over 100 organisational members that provide a broad range of services including health promotion and harm reduction, early intervention, treatment, and after-care programs. Our members comprise of services that are diverse in their structure, philosophy and approach to drug and alcohol service delivery. NADA provides a range of programs and services that focus on sector and workforce development, information management, governance and management support, sector representation and advocacy, as well as actively contributing to public health policy.

#### NADA Values

<b>Integrity</b>	NADA operates with fairness and transparency to maintain an independent voice
<b>Respect</b>	NADA is respectful of the culture, views and experiences of the sector
<b>Inclusion</b>	NADA values diversity and ensures our approach is equitable and accessible
<b>Collaboration</b>	Collaboration is central to NADA's operation

#### Key Responsibilities/accountabilities

<b>FUNCTION AREA</b>	<b>Key tasks</b>	<b>Performance indicators</b>
<b>Administration and operational support</b>	<ul style="list-style-type: none"> <li>• Maintained adequate supplies of stationery for the office.</li> <li>• Prepare and distribute program services and staff meeting documentation, including agendas and minutes</li> <li>• Coordination of property management and maintenance of Woolloomooloo office</li> <li>• Manage general correspondence including hard copy mail, email, fax and telephone</li> <li>• Executive diary management and administration support including photocopying, maintaining correspondence, filing, archiving, assisting with reports and other tasks as directed</li> <li>• Review and maintain and policy and procedures that guide administrative processes</li> <li>• Maintain the Complaints and Feedback Register including issuing the initial acknowledgement</li> <li>• Maintain kitchen and common areas</li> <li>• Various other administrative duties as required</li> </ul>	<ul style="list-style-type: none"> <li>• Administration functions effectively support the organisations activities and outcomes</li> <li>• Supervisor and staff satisfaction with administration functions</li> <li>• Effective office and building facility management</li> <li>• Effective record management that comply with policies and best practice</li> </ul>
<b>Financial and corporate management</b>	<ul style="list-style-type: none"> <li>• Maintain administrative management of staff expenses</li> <li>• Prepare accounts receivable/payable for external contractor</li> <li>• Maintain secure and reconciled petty cash float</li> </ul>	<ul style="list-style-type: none"> <li>• High standard of financial management practice as recognised through external reviews</li> <li>• Timely and accurate financial records maintained</li> </ul>

<b>Member support</b>	<ul style="list-style-type: none"> <li>• Oversee the administration of new and existing members</li> <li>• Respond to enquiries from members via telephone, mail and email</li> <li>• Maintain and update member and stakeholder details in the Member Database</li> <li>• Maintain member job vacancies on NADA website.</li> </ul>	<ul style="list-style-type: none"> <li>• Positive member feedback on member administration</li> <li>• Member Database and member job vacancies is up-to-date and accurate</li> </ul>
<b>Continuous Quality Improvement System</b>	<ul style="list-style-type: none"> <li>• Contribute to a culture of quality improvement (QI) and ongoing organisational development</li> <li>• Work with the QI coordinator in the development, implementation and review of internal systems, policies and procedures</li> <li>• Understands relevant policy, and the strategic policy frameworks that inform organisational development</li> </ul>	<ul style="list-style-type: none"> <li>• Leadership and participation of QI activities</li> <li>• Identify and respond to areas for improvement in self and organisational practice</li> </ul>
<b>Work health and safety</b>	<ul style="list-style-type: none"> <li>• Understand and comply to organisational policies and procedures relating to Work Health &amp; Safety, and contributing to a safe work environment</li> </ul>	<ul style="list-style-type: none"> <li>• High standard of WHS practice across NADA</li> </ul>
<b>Team development</b>	<ul style="list-style-type: none"> <li>• Contribute to team and organisational effectiveness in a manner consistent with NADA's vision, values and mission.</li> <li>• Participate in staff meetings, team and program and organisational development activities</li> </ul>	<ul style="list-style-type: none"> <li>• Collaborative team work</li> <li>• Positive contribution to organisational development and culture</li> </ul>
<b>Practice development</b>	<ul style="list-style-type: none"> <li>• Participate in work plan review, supervision and performance and development processes with identified supervisor</li> <li>• Engage in continuing professional development</li> </ul>	<ul style="list-style-type: none"> <li>• Documented workplans demonstrating progress against activity and achievements</li> <li>• Annual performance and development reviews</li> <li>• Reflects on professional performance with a view to improving outcomes</li> </ul>

The NADA operational standard is outlined below. The following expectations apply to all NADA staff and should be reviewed in conjunction with the position's key accountabilities.

- Ensure NADA service operations comply with all relevant legislation, regulatory and reporting requirements by regular monitoring, actioning and updating of the compliance register
- Ensure provision of a safe workplace, and full compliance with all NADA WHS policies, management system requirements and participate in the annual evacuation procedure and/or any other safety activities as required.
- Ensure full compliance with all NADA policies and procedures.
- Ensure behaviours and approaches are aligned with and demonstrated in execution of position responsibilities in line with the NADA values (see above).
- Ensure service operations comply with all relevant legislation, regulatory and reporting bodies including the Quality Improvement Council (ASES) and ensure relevant quality improvement tasks are at all times kept up to date.

- Ensure familiarisation and compliance with the corporate decisions making processes and be aware of all areas of responsibility with regard to the Quality Improvement Staff Port-folio Standards/Policy allocations.
- Adherence to NADA Code of Conduct and Ethics for staff and volunteers.
- Ensure compliance and respect for diversity as it applies to the workplace and to the broader NADA business processes and service delivery activities (Diversity Policy).
- Ensure that NADA aims, values and ethics are actively communicated through all business documentation and interaction with members and stakeholders.
- Ensure that every effort has been made to attend mandatory training in cultural awareness as it becomes available and in alignment with the Human Resources Policy 4.3.
- Ensure all internal and external communications consistently reflect NADA's values ethics goals and principles.

## Key challenges

- Delivering multiple administrative functions in line with agreed timeframes and the need to maintain accuracy and attention to detail.
- Providing a prompt, courteous and effective service to members and staff in an environment of competing priorities and expectations.
- Dealing with staff, external stakeholders and issues in a professional manner that maintains confidentiality and discretion

## Selection Criteria

<b>Experience, qualifications, skills, abilities, and behaviour</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Demonstrated experience in a similar all-round administrative role</li> <li>• High level of computer literacy with advanced Microsoft office skills including Word, Outlook, Excel, OneDrive and Teams</li> <li>• Proven ability to develop and maintain effective working relationships with stakeholders at all levels and demonstrated ability to maintain confidentiality</li> <li>• Demonstrated high level written and verbal communication skills.</li> <li>• Demonstrated ability to effectively prioritise and organise workload and deliverables</li> <li>• Demonstrated ability to work independently and as part of a team</li> <li>• Demonstrate initiative and strong problem-solving skills with an ability to improve processes and practices</li> <li>• Demonstrated flexibility and adaptability to varying tasks and requirements</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Qualifications in Business Administration or similar</li> <li>• Experience in using accounting software systems such as Xero and Receipt Bank</li> </ul>
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I acknowledge and understand the above position description, responsibilities and other requirements detailed in the document. I agree to follow the Policies and Procedures as set out in NADA's Policy and Procedure Manual/s.

_____ Employee name	_____ Employee's signature	_____ Date
_____ Supervisor name	_____ Supervisor's signature	_____ Date

