

Job Description

Job title: Administration Officer

Job Share: N/A

SCHADS level: 5.1

Reporting to: Team Manager, Operations and Members

Employment basis: Part-time (flexible 15 hours per week) continuing position until June 2023

Direct reports: None

DVNSW Overview and Focus

DVNSW is the peak body for specialist domestic and family violence (DFV) services in New South Wales. We work from a feminist, social justice perspective and recognise that DFV is serious, prevalent and driven by gender inequality. We work to eliminate domestic and family violence through leadership of the specialist DFV sector and the NSW policy environment, promoting best practice responses and primary prevention.

Since its inception in 1983, our roots have been firmly in the NSW Women's Refuge Movement. In July 2013, a vote enabled membership to be expanded to all specialist DFV services and for the organisation to rename itself Domestic Violence NSW. In 2021 we consolidated our position of the State Peak Body for Domestic and Family Violence when we were awarded the contract to represent Women's Domestic Violence and Court Advocacy Services. Our membership and reach continue to grow and evolve, as does our impact.

Our team is a small group of passionate and committed feminists. We come to work each day to help realise a joint vision of a world where women, families and communities in NSW live free from violence, have equal rights, equal opportunities and the freedom to reach their potential.

We care deeply about creating a workplace where our team members feel valued, respected and empowered. We are a collaborative, agile, hardworking and high-performing team. We ask the best from our people, and, in return, we offer flexible working arrangements, salary packaging, training, professional development and mentoring opportunities, employee support and wellbeing programs, and the chance to learn from, and share with, our talented team.

Role Overview

In this newly created role, the Administration Officer will work alongside the Admin and Projects coordinator to provide administrative support for the DVNSW team and our members.

It will require excellent time management, organisational and communication skills to support the DVNSW team, and ensure the efficient and smooth day-to-day operation of our office and online working.

This is an exciting time in the evolution of the organisation. This role will not only support the team through this transformational phase but will also help DVNSW increase its impact for members and communities by providing efficient and effective administrative support across the organisation.

Specific Skills

Key professional attributes, skills and behaviours:

- Previous experience in an administrative role.
- Ability to work to prioritise and work to competing deadlines.
- Current or previous employment experience in a not-for-profit organisation.
- Experience in the domestic and family services sector.
- Polite and professional communication skills via phone, e-mail, and mail.
- Be able to work autonomously and as part of a team.
- Will need to be super organised and flexible with a can-do attitude.

Reception Duties:

- Be the first point of contact with community, members, partners and other stakeholders via reception telephone and admin email:
 - Triage of calls according to urgency.
 - Referral of calls to suitable external pathways/ orgs.
 - Referral to relevant internal person with follow-up on actions.

Office environment:

- Ensures effective operation of equipment by completing preventive maintenance requirements, calling for repairs, maintaining equipment inventories and evaluating new equipment and techniques.
- Maintains supplies inventory by checking stock to determine inventory level, anticipating needed supplies, placing and expediting orders for supplies.
- Provide administrative support to ensure efficient operation of the office and online working.
- Support maintenance of office environment

IT/ tech support:

- Support the Admin and Projects Coordinator with:
 - Low-tech helpdesk support to team (minor IT issues)
 - Provide information to the Admin and Projects coordinator regarding any systems issues
- Manage the Asset register.
- Manage the purchase of new IT equipment and software.
- Data entry for database/ CRM.

Membership Support:

- Member drives/ distribution:
 - Support the annual membership renewal and acquisition process
 - Collating and sending out Membership Packs
 - Facilitate and manage incoming and outgoing donations to members
 - Manage the Christmas Donation Drive
 - Data entry and cleaning of membership information in the Database/ CRM

Meeting Management:

- External - support Team and Admin and Project Manager in convening and managing external meetings

- Internal - support Team and Admin and Project Manager in convening and managing external meetings

Events:

- Provide administrative support to the events/ conference organiser.
- Management of Sector Events in the Team Calendar and provide reminders of significant events to Admin and Projects Coordinator

Policy and Advocacy Support:

- Support survey coding and distribution.
- Proofreading written materials (submissions, briefs, letters, and policy documents).

Projects:

- Provide administrative support to projects including sourcing suppliers, data entry and report formatting.

Operational:

- Maintain effective manual and electronic filing systems, adhering to record management guidelines and systems.
- Respond, in a timely and effective way, to all contacts and correspondence as required or directed.
- Contribute to the efficient and effective functioning of the team in order to meet organisational objectives.
- Participate in the Performance Development process, including regular review of individual workplace performance and strengths against the accountabilities and performance objectives associated with the role.
- Contribute positively to promoting a culture of health, safety and wellness for employees and volunteers at DVNSW and work with the WHS policies.
- At all times abide by the policies and procedures of DVNSW.
- Align work undertaken with the Goal, Mission and Strategic Framework and Strategies of DVNSW.
- Ensure work undertaken contributes positively and consistently to the achievement of the relevant Operational Plans.
- Ensure workplace behaviour is consistent with the organisation’s Code of Ethical Behaviour and Core Values.
- Perform responsibilities in a manner that reflects, and responds to, a focus on ethical conduct, engagement and continuous improvement.

Other duties may be assigned as needed.

Qualifications and Experience

Industry experience:	<ul style="list-style-type: none"> ▪ Current or previous employment experience in a similar role. ▪ Experience in the domestic and family violence services sector or allied sector.
Required education:	<ul style="list-style-type: none"> ▪ Certificate IV in Business Administration or equivalent work experience.
Required experience and skills:	<ul style="list-style-type: none"> ▪ Understanding of trauma informed communication and response. ▪ Understanding / experience in working in a Not-for-Profit organisation. ▪ Understanding/ experience working in a membership or Peak organisation. ▪ At least 3 years in a similar administrative role.

Additional experience:

- Flexible and adaptable to work outside of core hours.
- Advanced Microsoft 365.
- Can demonstrate strong problem-solving and decision-making ability.
- Ability to prioritise in a fast-paced and demanding environment.
- Strong project management skills.
- Presents and conducts self professionally at all times.
- A sense of humour.

Management experience:

- N/A.

DVNSW's Values

An important part of our culture is that everyone understands and is accountable for what we are here to achieve. As such, the behaviour of everyone in the team should reflect the core values of our organisation: leadership, integrity, inclusion, and equity.

