

POSITION DESCRIPTION: BUSINESS ADMINISTRATION

... deliver operational and business related tasks in an organisation working toward thriving and inclusive communities in Western Sydney, now and for future generations





WE ARE

A not-for-profit leader with a proven track record of making a difference over many decades.

The greater Western Sydney region is home to more than 2 million people, they are our priority. The region's richness of culture is unique. Its diversity is inspiring. Its economy is booming. And its landscapes are breathtaking.

In this space, we shape social policy and service delivery. We are defined and driven by equity, integrity and ambition in all we do.

We advocate for and champion solutions that sustain community resilience, health and wellbeing. We work with community groups and organisations. We partner with government across all its levels. And we join with regional and local businesses. In this way we can collectively make an impact in building a thriving and inclusive region.

YOU ARE

- An experienced office manager or administrator
- Across office systems, responsibilities, and procedures
- Digitally savvy and can use different office software applications and technology
- An excellent time manager and have the ability to multitask and prioritise work
- A team player who can work well under pressure
- Organised, energetic and efficient
- A customer service specialist who can build relationships
- Solutions focused and up for tackling opportunities and challenges


Your conditions are:

- Social, Community, Home Care & Disability Services Industry Award 2010 and WSCF above award rates and conditions
- Negotiable remuneration
- Full salary packaging
- Flexible working arrangements to balance work life
- Additional week of leave per year (pro rata)
- Extra sick leave
- Up to full time 35 hours per week

You are responsible for:

OFFICE MANAGEMENT	<ul style="list-style-type: none"> • Coordinate and administer office systems, practices, supplies and operations • Maintain office infrastructure including Microsoft Office and other technology and equipment subscriptions • Oversee organisational memberships and subscriptions • Ensure the smooth operation of the office and assist the team as required in the use of office applications and systems
CUSTOMER SERVICE	<ul style="list-style-type: none"> • Manage reception, enquiries and correspondence • Oversee the customer relationship management system • Manage annual membership renewals and member support and retention and acquisition of new members • Manage use of office space and meetings rooms
DOCUMENT MANAGEMENT	<ul style="list-style-type: none"> • Manage the document and file management systems • Update and monitor business and operational documents and registration • Develop and maintain operational templates and procedures and support the team in their use • Maintain the implementation of organisational policies and procedures
ACCOUNTS	<ul style="list-style-type: none"> • Support the accounting team in accounts receivables and payables including invoicing and debtors • Support maintenance of the accounts system and support staff in its use
EXECUTIVE SUPPORT	<ul style="list-style-type: none"> • Contribute to day-to-day business operations to support the Executive Team • Support the Executive Team to deliver Board related activities • Provide executive support and assistance to the Executive including diary management where required • Support Executive Team to deliver team and/or organisational activities
PROJECT SUPPORT	<ul style="list-style-type: none"> • Support the team in delivering various events and programs • Contribute to project teams across different portfolio areas • Support delivery of initiatives and projects • Oversee the booking system applications and support to the team in consistent practices and data capture across activities
GENERAL	<ul style="list-style-type: none"> • Contribute to organisational continuous and business improvement strategies • Foster our core values of equity, integrity and ambition • Actively participate in team building, development and strategic initiatives



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