



Administrative Resource Officer

Position Description

Governance, Performance & Innovation Unit



Stage: Issued 
Version: 6.005015
Issued: 15/12/2017
Next Review: 22/10/2018

Position Title:	Administrative Resource Officer
Location:	Quantum Support Services Bairnsdale, Morwell, Sale or Warragul offices.
Hours of Duty:	As per Employment Agreement.
Duration:	The period of employment is dependent upon ongoing funding.
Position Funding:	Funding is provided through the State and/or Commonwealth Government.
Salary:	Salary & conditions are as per the Quantum Enterprise Agreement 2015 and the Social, Community, Home Care and Disability Services Award (SCHADS). Salary packaging is available.
Classification:	Social and Community Services Level 4.
Reports to:	Facilities, Technology and Administration Coordinator

Our Vision, Mission & Values:

Quantum is committed to providing accessible high quality, advocacy and support services that meet the needs of our community.

Our Vision

Quantum Support Services vision is to improve lives.

Our Mission

To improve lives by empowering people, particularly the vulnerable to reach their full potential.

Our Values

Quantum recognises that values driven activities and relationships are essential to the successful achievement of our Vision and Mission and a vibrant organisation. These values guide our behaviours, planning, service delivery and relationships.

Respect:	Integrity:	Empowerment:
Quantum values the worth and contribution of others and embraces treating people fairly and without discrimination	Quantum values being ethical and professional in our conduct	Quantum values sharing our knowledge to promote the choices and decision-making capacity of others

Primary Position Objectives:

- To perform duties associated with the management of resources within Quantum including building maintenance, vehicle pool system management, furniture & equipment inventory, purchasing, maintenance & removal, security systems & archiving.
- To provide a receptionist role on behalf of Quantum and co-located agencies.
- To act as a central communication and collection point for Correspondence (mail, faxes), Visitors and Staff movements, Vehicle Pool keys and information and stationery supplies.
- To provide support to all staff in administrative matters as approved by the Facilities, Technology and Administration Coordinator.

Duties and Responsibilities:

Resources

Fleet

- Coordinate and perform duties associated with the management of the Quantum Vehicle Pool including:
 - Use of the Webfleet Vehicle Management database to assist staff with vehicle bookings, the production of monthly reports for management and other reports as required.
 - Maintenance of a comprehensive Vehicle details database.
 - Recording of monthly log sheets.
 - Arrange completion of, and maintain accurate records relating to, vehicle repairs and maintenance.
 - The Changeover of current vehicles to new vehicles as required.
 - Obtain fuel cards for new staff, arrange for deletion of fuel cards for exited staff and maintain records of all fuel cards.
 - Report any fines incurred in Quantum vehicles to the Facilities, Technology and Administration Coordinator.
 - Coordinate cleaning and servicing of vehicles
 - Monitor and maintain car seats ensuring that they comply with current legislative requirements.

Building & Equipment

- Allocate Quantum building security codes as required and maintain up to date records of all transactions.
- Coordinate and perform duties associated with the maintenance of buildings including air conditioning and general repairs and maintenance.
- Coordinate and perform duties associated with the purchase, repair, maintenance and disposal of furniture and equipment ensuring all transactions are recorded on inventories.
- Maintain and troubleshoot issues with mobile phone handsets and connectivity to the mobile service provider.

Reception

- Responsible for providing initial contact for clients, visitors, staff, co-located tenants and colleagues in a respectful, courteous and efficient manner either when answering the telephone or greeting people in person.
- Ensure all requests for assistance/contact by persons outside and within Quantum are forwarded to the appropriate staff member.
- Responsible for Petty Cash and Vouchers issue to staff including maintaining accurate records of all transactions and ensuring that Quantum policies and procedures are adhered to.
- Maintain a booking system for conference rooms and provide information to Accounts to allow for invoicing for use of the rooms when required.
- Ensure basic stationery supplies are maintained and extra requests for stationery are submitted.
- Ensure the Reception areas are maintained in a welcoming, clean and tidy manner.

Administration

- Maintain requirements for the release of information between services and keep accurate records as required by the Information Privacy Act.
- Carry out necessary administrative tasks, including:
 - Compiling workers or other reports on a monthly basis or as requested.
 - Daily & monthly collection of data for both internal and external purposes.
 - Completion of relevant forms in accordance with Quantum policies and procedures.
 - Performing tasks such as filing & correspondence.
 - Accurately record meeting minutes
 - Maintaining accurate records.
- Coordinate and perform duties associated with Quantum Archiving policy and procedures including maintaining an

up to date database of all archived material.

Sale Office (only)

- Provide administrative support to the Stream Manager - Family Services, including:
 - Analyse data to identify trends and to provide a report to the Stream Manager - Family Services
 - Assist with Family Violence program reporting requirements
 - Maintaining accurate records.
 - Back fill Family Violence Program Administration Officer role as required.

Agency Participation

- Participate in regular supervision, review and individual planning, including the identification of training needs, provided by Facilities, Technology and Administration Coordinator.
- Participate and operate effectively within a team environment and attend and contribute to team meetings and Agency staff meetings.
- Commitment to continuous improvement including involvement in the ongoing evaluation and monitoring of both the program's and the Agency's service delivery and contribute to future planning.
- Contribute to Quantum's policy processes in response to local, State and Commonwealth Government policy changes and reviews.

General

- Perform other duties relevant to Quantum's daily operations as directed by the Administrative Resource Practice Leader.

Occupational Health and Safety

- Promote a safe workplace for colleagues and clients in accordance with OH&S legislation and Equal Opportunity Practices in accordance with Quantum policies and procedures.

Key Selection Criteria:

Resources

1. Ability to liaise with companies/persons providing maintenance services.
2. Ability to liaise with companies/persons in relation to the purchase of furniture and equipment and other services.

Reception

1. Strong interpersonal skills.
2. Previous experience in a Reception role would be an advantage.
3. Sensitivity to confidentiality issues at all levels within, and outside, the agency.

General

1. Intermediate to advanced Literacy and Computer Skills.
2. Ability to maintain complex databases, spreadsheets and extract reports.
3. Ability to analyse and report on data gathered from various internal and external reporting databases
4. Ability to work with minimal direction and supervision.
5. Excellent time management and teamwork skills.
6. Enthusiasm, energy and interpersonal skills.

Mandatory Requirements:

- Completed application must address the key selection criteria, include a current resume that contains or has attached, the name, address and telephone number(s) of three referees.

Conditions of Employment:

- The successful applicant must confirm in writing their acceptance of the Offer of Employment from Quantum, complete a successful Police Check and Referee Check prior to commencing employment, and provide confirmation of a Working With Children Check.
- The successful applicant is required to comply with the policies of Quantum.
- A current Victorian driver's license is required, that is not at risk of being cancelled.
- This position description is subject to an annual review.

Accountability:

The position is accountable to the Facilities, Technology and Administration Coordinator

Internal Files/Links:

[Eziway Salary Packaging](#)

other - human resources

Quality Document References:

[Family Violence Program Administration Officer](#): Position Description -Family Services

Revision History:

Last updated December 2017.



Acknowledgement:

Please sign and date to acknowledge you have read and understood this position description.

Employee:

Name: _____

Signature: _____

Date: ____/____/____

Manager

Name: _____

Signature: _____

Date: ____/____/____



[Click here to acknowledge that you have read and understand this document](#)