

<b>Position title</b>	Office Manager	<b>Reference</b>	OM-CS-ASP
<b>Award &amp; Classification</b>	SCHADS Award Level 6	<b>Tenure</b>	Refer to Letter of Engagement
<b>Hours</b>	Refer to Letter of Engagement	<b>Reporting to</b>	Regional Operations Manager Alice Springs
<b>Location</b>	Alice Springs	<b>Program</b>	
<b>Section</b>	Corporate Services	<b>Cost Centre</b>	0070
<b>Approved</b>	Terry Cleary, Executive Manager Community Care & Access	<b>Date</b>	Jan 2018
<b>Comment</b>	This is a dually managed role		

## AGENCY STATEMENT

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our values of Integrity, Fairness, Respect, Community and Hope are demonstrated through our commitment to strength-based practice, cultural respect, child safety, social justice, community development and partnerships. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is an agency of the Anglican Church of the NT, formed to respond to the social needs of our diverse communities. We are a member of the Anglicare Australia network.

## PURPOSE OF THE POSITION

As Office Manager you will contribute to the ongoing development of Alice Springs Community Services programs and contribute to organisational development. Working with limited direction from senior employees the role will undertake a range of finance and administrative functions for which operational practices and guidelines may need to be applied and or developed. This includes providing administrative management, budget support, oversee financial processes and other relevant support to the Regional Operations Manager. This includes the coordination of all buildings and assets, financial systems and processes and relevant organisational procedures related to Anglicare NT Alice Springs.

The Office Manager will be committed to the mission and embody the values of Anglicare NT and support core business by providing service, guidance and advice within the position's speciality area.

## POSITION SPECIFIC REQUIREMENTS AND QUALIFICATIONS

1. The minimum qualification required is a Diploma of Commerce, Business or similar and / or 5 of years experience in Office/Administration Management. If you do not currently have a qualification you must be willing to undertake relevant studies.
2. Northern Territory Working with Children Clearance (Ochre Card)
3. National Police Criminal History Report (less than 3 months old) with acceptable outcome
4. First Aid Certificate or willingness to obtain within 3 months
5. Northern Territory Drivers Licence

## KEY SELECTION CRITERIA

1. Ability to lead the finance and administration functions across the Alice Springs programs. This includes the proven ability to work independently to streamline and strengthen organisational finance and administration systems, in line with organisational policies and procedures.
2. Good working knowledge of financial processes including accounts payable, accounts receivable, budget development and financial reporting and the ability to exercise sound judgement and provide expert advice.
3. Highly organised with the proven ability to establish and maintain office administrative systems and processes, in line with quality innovation process commitments (i.e. operational procedures).
4. Well developed oral and written communication skills and ability to work effectively with others.
5. Well developed computer literacy skills, including previous experience with accounting and payroll software systems.
6. Ability to work with minimal supervision, and demonstrate leadership, attention to details, problem solving and analytical skills while meeting deadlines.
7. Prior experience or at a minimum demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities, staff and Aboriginal Controlled Organisations.
8. Demonstrated capacity and willingness to adhere to legislation, Anglicare NT policies and procedures and a commitment to EEO, WHS, Risk Management and Quality Improvement practices.

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

### 1. Office Management

Manage the Office operations of the Alice Springs region.

#### **Responsibilities:**

- Supervise the reception staff and oversee the reception functions.
- Support the management of the administration function for the Alice Springs programs and services.
- Draft and finalise relevant reports including the review of selected performance reports prepared by staff of the Division in a timely manner.
- Provide appropriate management of any external service delivery complaints and internal staff grievances in conjunction with Regional Operations Manager.
- Ensure the region compliance with the following organizational systems:
  - Risk Management and Quality Improvement measures.
  - WHS and Critical Incident identification and reporting.
  - Employee integrity checks, licensing and registration requirements.
  - Employee related training and induction.
- Oversee the maintenance of administrative and financial systems including: car/room/equipment and client bookings; petty cash reconciliations, cheque requests and purchase orders; correspondence, post and freight.
- Ensure compliance with Company policies in regards to the Information Communication Technology (ICT) systems. Working with the Anglicare NT's ICT Officer and contracted IT and telephone providers to ensure performance of an acceptable standard.
- Support regional recruitment processes, ensuring all payroll/HR related documentation is completed and lodged with Head Office in a timely manner. Fulfil the key regional liaison role with Anglicare NT's Payroll/HR unit.

- Maintain effective, accountable, confidential and secure systems for all client, staff, program and agency related documentation and information (verbal, written and electronic).
- Assist with events management for community information sessions, key events and functions in terms of planning, preparations and implementation.

## **2. Finance**

Provide financial support and guidance to the Alice Springs operations ensuring successful performance against budgets and other relevant performance measures

### **Responsibilities:**

- Working with the Executive Managers, Regional Operations Manager and Program Managers in the development and review of program budgets, review of monthly variance reports, and budget variations.
- Participate in the monthly financial team meetings via phone conference
- Participate in financial skills and team development activities per the direction of the Executive Manager Corporate Services
- Provide advice and support to senior management to assist with the oversight of financial reporting, budget development, and program variances/adjustments.
- Assist with the review and auditing functions across the regional programs and services.
- Provide day to day financial advice and support to the Regional Operations Manager.
- Management of the petty cash, purchase orders and other relevant transactions across the regional services to ensure compliance with organisational policies and procedures.
- Ensure adherence to financial policies and financial delegations while monitoring appropriate cash handling procedures of petty cash and service related income.

## **3. Assets**

Provide support to program areas, assisting operations to adhere to budget and resource staff and the program to meet budget expectation

### **Responsibilities:**

- Maintain locally based assets in line with the Company's Asset Policies.
- Maintenance of motor vehicle and property records.
- Fulfil the key regional liaison role working with Anglicare NT's Fleet & Facilities Coordinator.
- Ensure coordination of relevant WHS inspections and compliance.

## **4. Other Duties and Requirements**

- Comply with Federal, NT and Local Government legislation, regulations, permits and/or by laws.
- Adhere to Anglicare NT Policies and Procedures and general conditions of employment.
- Model Code of Conduct behaviours by working cooperatively and effectively with colleagues and other staff
- Comply with funding contracts, operational guidelines, approved work plans, reporting requirements or task directives.
- Adhere to budgets, delegation levels and administrative and data collection and entry duties, ensuring procedural requirements are met in a timely manner.
- Comply with Anglicare NT's WH&S requirements; whilst also remaining vigilant in relation to any client/customer related behavioural risk and contribute to maintaining a safe work environment.
- Support activities related to Anglicare NT's Reconciliation Action Plan including participating in Aboriginal and Torres Strait Islander Cultural competency training and activities.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with the Team to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- Participate in organisational communications and development systems such as email, staff meetings, planning & review days, quality assurance and organisational promotions and events as required.

- Actively participate in supervision, performance reviews, professional development activities and training as required.
- Maintain time and attendance leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.
- Other suitable duties as may be directed from time to time

## **DELEGATION OF AUTHORITY**

- Expenditure, Operational/Administrative, Personnel, Management and Legal – as per current Delegation of Authority Document (this is endorsed by the Board and periodically updated).