

## Position Description

# Administration Officer

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### About Us

The Ethnic Communities' Council of Victoria Inc (ECCV) represents the voice of multicultural Victoria. We are a community-based, member-driven peak body for ethnic and multicultural organisations committed to empowering people from migrant and refugee backgrounds. Our vision is to help build a culturally diverse and harmonious society that is just, fair, and inclusive for all Victorians.

### Position Specification

<b>Position:</b>	Administration Officer
<b>Reports to:</b>	Office Manager
<b>Team:</b>	Business Operations & Development
<b>Hours:</b>	0.6 FTE
<b>Term:</b>	Fixed Term Contract
<b>Salary:</b>	Social, Community, Home Care and Disability Services Industry (SCHCDSI) Award – Classification L5PP1

### Position Statement

The Administration Officer works as a key part of the Operations & Development Team, providing effective, efficient, and professional administrative support to day-to-day operations, working across the wider organisation or within specific areas. This includes administration, record management, ranging from general to specified support based on organisational needs. You will work within your team to create high-quality internal and external customer service. Your role includes front desk management, handling phone enquiries and you will work across teams in a range of varied activities to support ECCV's exciting and important mission.

### Key Responsibilities

#### General

- Managing front-end communication with incoming inquiries, updating directory of services in Victoria to assist with these inquiries.
- Receive, sort, and distribute the mail.
- Events assistance – catering, logistics, booking.
- Ensuring all offices are maintained in a tidy and professional state; organise stationery, staff amenities, and office supplies in a timely manner.
- Organising general office files and other files related to the organisation's operation.

- Support management as required by undertaking a broad range of administration tasks related to different programs and projects, including meeting co-ordination, writing notes and following up tasks.
- Attend team meetings, workshops and conferences as required.
- Contribute proactively to operational and strategic projects, planning, and initiatives.
- Support emergency evacuation in line with site requirements.
- Ensure familiarity and compliance with all governance, policies, and procedures.
- Embrace and use new ways of working to enhance collaboration, effectiveness, and outcomes.
- Other appropriate engagement administrative duties as required by the Manager.

### **Commitment to Health, Safety and Wellbeing**

ECCV is committed to ensuring the health and safety of our staff team and other individuals present in our workplace.

#### **All ECCV staff are required to:**

- Take reasonable care for themselves and others who may be affected by their acts or omissions.
- Contribute to and be involved in the organisation's ongoing management of health and safety activities, including consultation.
- Follow all workplace health and safety policies and procedures implemented.
- Participate and relevant health and safety training and inductions based on roles and responsibilities.

### **Key Selection Criteria**

#### **1. Qualifications**

- Certificate IV or Diploma in Business Services or related discipline or equivalent experience.
- Working With Children Check (mandatory pre-requisite but can be obtained post-offer).
- Driving license.

#### **2. Knowledge and skills**

- Proficient in the use of Office 365 suite and standard office software, and CRMs; with commitment to continuous improvement.
- Excellent administration, organisational and time management skills, ability to effectively prioritise workload with good attention to detail.
- Strong and clear communication skills, both verbal and written.
- Ability to respond and engage with culturally diverse clients, staff, and stakeholders to foster harmonious connections.
- Demonstrated experience in supporting the implementation of workshops, events, and other community-based activities.
- Experience working in multi-disciplinary team.

#### **3. Personal Qualities**

- A team player who actively engages with peers and others to build productive relationships based on mutual respect, collaboration, trust ... and fun!

- Interest in and knowledge of a range of cultures and a curiosity to understand the views of others.
- Demonstrated commitment to ECCV's values and a personal character engaging in positive values driven ECCV behaviour.
- Continuous development, learning through on-the-job experiences, mentoring and education.
- Demonstrated commitment to achieving common objectives of the ECCV and drive and energy towards achieving work targets.

### **Conditions**

- All conditions are in line with the SCHCADS Award.
- The role is subject to periodic professional review and development.
- Some weekend and after-hours work may be required for which time-in-lieu can be claimed.
- People from culturally and linguistically diverse backgrounds are strongly encouraged to apply.
- ECCV is an Equal Opportunity Employer.

### **Approved**

Mo Elrafihi  
Chief Executive Officer  
15 November 2023