ALS
Aboriginal Legal Service (NSW/ACT) Limited
50+ YEARS STRONG

Administration Officer

Redfern, Shared Services

Contract type	Full time, Permanent
Salary range	A3.2 $58,614 *plus superannuation*
Location	**Redfern**, Shared Services office
Submit applications to	Michelle Harvey, Operations Support Officer, Shared Services michelle.harvey@alsnswact.org.au
Applications close	**Monday 31 October 2022**
Recruitment notes	The successful applicant will need to have a willingness and ability to travel to regional and metropolitan locations, conferences (local and interstate) and events. This may include overnight stays. All ALS employees are required to be fully vaccinated against COVID-19 due to workplace safety obligations. *Due to the nature of our work many of our positions require Employee's to obtain and maintain a satisfactory Working with Children Check (NSW), National Police Check and a Criminal History Police Check.* The position offered to the Employee will be subject to the Employee's acceptable Police Checks and the ability to obtain a Working with Children Check.
Employee benefits -*Salary Sacrificing*	At the time of advertising, the ALS is deemed to be a Public Benevolent Institution. As a result, the ALS currently offers the option of Salary Sacrificing a portion of an Employee's salary (Salary Packaging). Salary Packaging allows employees to elect an amount, up to the annual Australian Taxation Office limit (currently $15,900 per FBT year), to be deducted from their before tax salary. Salary Sacrificing is dependent on the Employee's personal circumstances, the ALS cannot provide financial advice.
Application sections and checklist	Please make sure you have completed all the requirements of the application. 1. Completed ALS Application Form (Page 2) 2. Statement regarding how you meet the selection criteria (template page 3) 3. Your up to date Resume 4. A copy of your current driver's license 5. A copy of your Working with Children's Check *(if current)* 6. A copy of your Covid-19 Vaccination Certificate(s) Incomplete applications will not be accepted.
Position Description	The Position Description can be found at the end of this document.

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ALS Employment Application Form

This form must be completed by all applicants.

By submitting this application, you are acknowledging that the information provided on this form and in the attached documents is true and correct.

First name	
Last name	
Preferred name	
Phone number	
Email address	
Residential address *(optional)*	
Do you identify as Aboriginal or Torres Strait Islander?	***Yes*** ☐ ***No*** ☐
Have you attached a copy of your current drivers' licence?	***Yes*** ☐ ***No*** ☐
Due to the nature of our work many of our positions require Employee's to obtain and maintain a satisfactory Working with Children or Vulnerable Persons Check, National Police Check and a Criminal Police Check.	
Do you consent to undertaking a Police Check? *Please note that not all items which appear on a Police Check will prevent a person from obtaining employment.*	***Yes*** ☐ ***No*** ☐
Do you consent to obtaining a Working with Children Check (NSW)	***Yes*** ☐ ***No*** ☐ *If held: WWCE* *Expiry date:*
How did you hear about this position? *For example: ALS Website, Facebook, ALS Employee, Ethical Jobs, Koori Mail, Community Notice Board etc*	

Statement of my skills and experience that address the selection criteria –

Knowledge of the cultural and social needs of Aboriginal people	*Outline some current issues; how do you follow cultural protocols?*
3+ years' experience in an administrative role within a professional environment	*Reference your recent jobs and skills learnt*
Experience dealing with internal and external clients coupled with excellent customer service skills and a proactive, solutions-focused approach	*Give an example of your customer service, finding a solution to a customer concern*
Strong verbal and written communication skills, and an excellent phone manner	*Give examples of methods and your style of communication*
High levels of professionalism in dealing with confidential and sensitive matters	*Discuss how you ensure confidentiality*
Proven capability to provide high quality administration support to a range of stakeholders, whilst managing competing priorities and deadlines	*Discuss how you manage different people and their needs*
Ability to work cooperatively in a team environment to achieve outcomes, and to work independently using sound judgement and initiative	*Provide an example of your teamwork*
Good working knowledge of MS office suite, MS Teams and databases	*What software can you use? Beginner/Intermediate/Advanced skills?*
High attention to detail, organised and methodical	*Provide an example of when/how you ensure this*
Aboriginality	*My mob is:*

POSITION DESCRIPTION

Administration Officer – Shared Services
Redfern

<u>This is an Aboriginal/Torres Strait Islander identified position which is a genuine occupational qualification and is authorized under section 14(d) of the Anti-Discrimination Act 1977.</u>

PRIMARY OBJECTIVE

The Administration Officer – Shared Services coordinates and delivers a variety of tasks supporting the ALS Shared Services Office, located in Redfern to ensure the smooth running of the office in compliance with WHS requirements and contributes to an environment that supports a positive employee experience.

REPORTING RELATIONSHIPS

Duties are performed under the ultimate guidance and direction of the Chief Executive Officer (CEO).

The position reports directly to the Operations Support Officer – Shared Services and the Company Secretary in relation to ALS Board matters.

The position will work collaboratively with colleagues to build a productive and positive team and office environment.

ORGANISATIONAL ENVIRONMENT

The ALS provides culturally appropriate information and referrals, legal advice and court representation to Aboriginal and Torres Strait Islander men, women and children in NSW and ACT. It is committed to achieving justice for Aboriginal people and the Aboriginal community.

The ALS is an Aboriginal owned and controlled community organisation (ACCO) which is incorporated, limited by guarantee and a registered charity.

KEY COMMUNICATIONS

Internal - The Administration Officer- Shared Services will have a close working relationship with the ALS Executive team and Shared Services team. They will also have regular contact and interaction with other ALS offices and staff.

External - The position holder will be the first point of contact for visitors and stakeholders to the Redfern Office including Client phone enquiries and will have some contact with external service providers and suppliers.

KEY ACCOUNTABILITIES

Perform responsibilities to a high standard within agreed timelines and in line with ALS vision, mission and values.

Key responsibilities include, but are not limited to:

- Book all travel and accommodation as per ALS Travel Policy.
- Manage and track building access cards for Redfern office and ALS staff.
- Be the first point of contact and coordinator of car parking, hot desking enquiries and general office related enquiries for Redfern Office Staff.
- Provide receptionist duties for the Shared Services team, including key phone line
- Proactively respond to all phone and email enquiries daily, including transferring calls and/or taking and passing on messages to the appropriate office and/or ALS staff member.
- Greet clients, visitors, stakeholders visiting the Redfern Office and notify the appropriate staff member of their arrival.
- Ensure a clean, presentable, and functioning office space, including stocking, end of day clean-up of kitchens and meeting rooms, and escalate WHS or maintenance issues to the Facilities and Fleet Manager.
- Open and distribute mail and other related ALS material and maintain and accurate, up to date record detailing incoming and outgoing mail.
- Receive and dispatch couriers and deliveries in an efficient and responsive manner (infrequent).
- Review and process stationery orders for all ALS offices (in conjunction with Regional Administration Coordinators).
- Ensure Redfern Head Office (Level 4) stationery stock levels are maintained.
- Proactively monitor the community email inbox and ensure emails are responded to in a professional manner or referred to the relevant division or ALS office ideally within 1 business day.
- Support the Shared Services Support Officer for ad-hoc projects, Board and General Meetings as required.

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

- Knowledge and appreciation of the cultural and social needs of Aboriginal people combined with continuing respect and support for Aboriginal cultural practices in dealing with clients, their families, communities and staff.
- 3+ years' experience in an administrative role within a professional environment.
- Experience dealing with internal and external clients coupled with excellent customer service skills and a proactive, solutions-focused approach
- Strong verbal and written communication skills, and an excellent phone manner.
- High levels of professionalism in dealing with confidential and sensitive matters.
- Proven capability to provide high quality administration support to a range of stakeholders, whilst managing competing priorities and deadlines.
- Ability to work cooperatively in a team environment to achieve outcomes, and to work independently using sound judgement and initiative.
- Good working knowledge of MS office suite, MS Teams and databases.
- A high attention to detail, organised and methodical.
- Aboriginality - this is an identified position under Section 14 (d) of the Anti-Discrimination Act, 1977.