

Position Description

Administration Officer



Position Title:	Administration Officer	
Reports To:	Executive Manager Program Management, Performance and Risk (EMPMPR)	
Direct Reports:	NIL	
Hours of Work/Status:	38 hours per week / Fixed term contract to 30 June 2025	
Modern Award Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 [SCHADS] Level 2	
Location:	Lismore, Tweed Heads or Grafton	
Position Objective:	<p>The Administration Officer will assist the EMPMPR and Safety, Risk and Compliance Officer with administrative tasks associated with the organisational risk management and work health and safety systems, that form a part of the organisations governance and compliance framework.</p> <p>The position plays a key role in providing administrative support for the implementation and maintenance of the systems, which are accessed by all NRH staff. Tasks include maintaining records, administering access to systems, transferring data and files across to new systems, and answering general enquiries.</p>	
Key Relationships:	<i>Internal</i>	<i>External</i>
	<ul style="list-style-type: none"> • Safety, Risk and Compliance Officer • Executive Team • Leadership Team • NRH Community Villages team members • Other NRH staff 	<ul style="list-style-type: none"> • NRH tenants • Services NSW • NSW Reconstruction Authority • DCJ Housing • Community agencies, including support service providers • Other NRH stakeholders
Summary of Key Areas:		
	<ol style="list-style-type: none"> 1. Administration support for Work Health and Safety (WHS) and Risk 2. General Office Administration Support 3. Project Support 4. Safe System of Work 	
1. Administration Support for Work Health and Risk	<ul style="list-style-type: none"> • Provide NRH staff with assistance on accessing WHS and Risk systems and the established procedures. Assist with administrative functions associated with improvements to systems including, but not limited to the reporting and recording of risks across the organisation. • Assist in the collaborative development and implementation of better practice standards for risk. • Implement program administration processes and procedures that support effective monitoring, reporting and evaluation. • Complete correspondence and data entry. 	
2. General Office Administration Support	<ul style="list-style-type: none"> • Attend and participate within team and Operations Portfolio meetings • Scan and upload documents • Record minutes for meetings • Maintain stationery supplies. 	

3. Project Support	<ul style="list-style-type: none"> • Support the EMPMPR and Safety Compliance and Risk Officer in the delivery of the program • Undertake research and analysis to support improvement of processes within the program to allow for consistent high-quality outcomes • Prepare a range of project-related documents for key stakeholders as required, including status updates, reports, budgets and meeting papers to manage the flow of information.
4. Safe System of Work	<p>All NRH staff have a duty of care and a legal obligation to ensure that they:</p> <ul style="list-style-type: none"> • accept personal responsibility for maintaining safe workplace and work practices • understand and work to NRH's Code of Conduct and Work Health and Safety (WHS) policies, procedures and work instructions • undertake work in a manner that is not harmful to your health and safety and the health and safety of others • work in compliance with WHS system requirements and workplace environments, in particular; manual handling, personal protective equipment and emergency situations • comply with Risk Management policies, procedures and work instructions • monitor workplace conditions and report ideas which may improve workplace health and safety; any work related or personal injury or illness; and hazards and incidents • correct minor hazards where applicable; and • attend and actively participate in WHS and other mandatory training
Key Behavioural Competences:	<p>Written Communications - Is able to write clearly and succinctly in a variety of communication settings and styles; can get messages across that have the desired effect; possess a firm grasp of grammar, spelling and the ability to format and style professional business correspondence.</p> <p>Action Oriented - Enjoys working hard; is action oriented and full of energy for the things that they sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.</p> <p>Approachability - Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.</p> <p>Client Focus - Is dedicated to meeting the realistic expectations and requirements of internal and external clients; gets first-hand clients information and uses it for improvements in products and services; acts with clients in mind; establishes and maintains effective relationships with clients, stakeholders and service providers and gains their trust and respect.</p> <p>Priority Setting - Spends her/his time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.</p> <p>Technical Learning - Picks up on technical things quickly; can learn new skills and knowledge; is good at learning new industry, company, product, or technical knowledge; does well in technical courses and seminars.</p>
<p>Other ad hoc duties as requested by Management</p>	

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I have read, understand and accept the above Position Description relating to the Position I have been appointed to:

Name: _____ **Signature:** _____

Date: _____

Manager's Name: _____ **Signature:** _____

Date: _____