

**Role Description**

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| **Role details** |
| **Role title** | Branch Administrator |
| **Reports to** | Member Services Team Leader |
| **Next reporting manager** | National Membership Engagement Manager |
| **Location** | Melbourne |
| **Award** | Clerks – Private Sector Modern Award 2010 |
| **Classification** | AASW Administration Officer Level 3 |
| **Hours of work** | 1.0 FTE |
| **Tenure** | 12 months fixed term |
| **Date** | November 2019  |
| **Role purpose** |
| Reporting to the Member Services Team Leader this role is responsible for:* Provide day to day administrative support services to the Branch and the Branch Management Committee, associated Sub-Committees and Practice Groups
* Provide a key point of contact for members and enquiries to the branch
* Coordinate Branch activities including Continued Professional Development workshops, consultations and major events such as annual dinners and World Social Work Day celebrations
* Develop and maintain accurate and up to date electronic and hard copy filling systems for the branch
* Managing and developing a network of professional partnership and stakeholder relationships
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| **About AASW** |
| The Australian Association of Social Workers (AASW) is the peak body for social workers in Australia, with approximately 11,500 members. We set the benchmarks for professional education and practice in social work and have a strong voice on matters of social justice, human rights and issues that impact upon the quality of life of all Australians.The AASW operates from a national office (Melbourne) and a network of 9 branches delivering education, programs and services, advocacy, networking and connection for the benefit of members and the social work profession. |

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| **Our Values** |
| RESPECT* Trust; True openness; Compassion; Self-awareness and reflection

COLLABORATION* Support each other; Teamwork; Shared vision; Being united and collegiate; Enjoy your time at work and have fun

INTEGRITY* Responsibility; Courage; Authenticity

ACCOUNTABILITY* Be engaged and contribute; Deliver outcomes

RESPONSIVENESS* Self-awareness; Flexible; Agile; Curiosity
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| **Key Areas of Accountability** |
| **Branch Management, Branch Management Committee Secretariat & Administrative Services** |
| Ensure effective and efficient branch management, secretarial and administrative support services to the BMC, practice groups and other state-based groups as required:1. Schedule, coordinate and attend BMC meetings and other meetings as required, ensuring associated meeting documentation and papers are prepared and circulated in a timely and professional manner
2. Provide administration support, particularly in relation to taking and preparing minutes of meetings, agenda preparation, circulation and related activities
3. Operate as key point of contact for responding to Branch enquiries
4. Work with relevant AASW departments to ensure processing of invoices, reconciliation of payments, management of Branch facilities, records and data management compliance
5. Undertake project work and associated tasks as required by the BMC, Member Services Team Leader and/or Manager, Social Policy & Communications
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| **Provision of high-quality professional development programs** |
| Support the effective operation and delivery of AASW’s professional education objectives and guidelines including:1. Coordinate CPD activities for members including the promotion of activities, coordinating member bookings, room and catering bookings
2. Building collaborative operating arrangements and CPD related information sharing across the branch
3. Supporting the review processes and reporting arrangements to monitor and assess the effectiveness of AASW practice groups in accordance with AASW Bylaws
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| **AASW membership engagement activities** |
| Support AASW member engagement activities at a Branch level by:1. Actively engaging with key state-based stakeholder groups/institutions
2. Developing an annual events calendar, in consultation with the AASW Education Team, BMC and Practice Groups managing the successful delivery of the Branch events program
3. Preparing content for branch communications, website and other AASW publications as required
4. Consulting and participating in AASW membership recruitment, engagement and retention programs and campaigns and related activities
5. Addressing member and stakeholder satisfaction issues promptly
6. Attend functions representing the AASW
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| **Promoting AASW’s social policy & social justice objectives** |
| In consultation with the BMC and Manager, Social Policy & Communications:1. Support the organisation’s social policy position on issues identified as important to the AASW at the Branch and/or National level
2. Support the implementation of strategies relating to the Reconciliation Action Plan (RAP) to achieve greater understanding and improved delivery of culturally sensitive social work practices within Aboriginal and Torres Strait Islander communities.
3. Assist in the coordination of special education events such as annual dinners, Awards and World Social Work Day
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| **General** |
| In addition to the key areas of accountability outlined above, effective performance also involves undertaking a range of associated work activities including:1. Operating as the key point of contact for information exchange/ communication for the BMC, AASW’s National Office and other AASW Branches
2. Developing and maintaining collaborative working relationships with key internal/external stakeholders
3. Contributing to AASW’s and the Branch’s strategic planning activities, as required
4. Representing the AASW at functions, as required, including attending out-of-hours functions on occasion
5. Undertake alternate tasks as may be required from time to time to a professional standard
6. Identify areas of improvement and propose actions that meet challenges and maximise opportunities for business growth
7. Meet relevant goals and metrics
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| **Key Compliance Requirements** |
| 1. All AASW employees are required to:
	* comply with all AASW policies, procedures and code of conduct
	* operate in accordance with relevant statutory and regulatory compliance obligations including: Work Health & Safety, Privacy, Finance Management, Record Keeping and Equal Opportunity in employment and service delivery
	* participate in relevant training and awareness programs relating to compliance obligations and areas of accountability

**Note:** A police check and other probity checks may be required as part of the selection and appointment process |

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| **Core Competencies and Capabilities** |
| These competencies and capabilities are fundamental requirements for this employment position and the employee is required to meet these requirements.**Personal Responsibility**Complies with the AASW Code of Conduct at all times, anticipates and adapts willingly to changing demands and situations. Takes personal responsibility for awareness and compliance with all procedures, standards, practices, and policies of the AASW in so much as they apply to the relevant position. Willingness to acquire new skills and willingness to undertake further training as required.**Regulatory Compliance – Safety, Health, Environment, Ethics and Privacy**Assists in the provision of a safe and healthy workplace by identifying and responding to hazards in an appropriate manner. Ensures a strong awareness and compliance with Regulatory Standards to ensure ongoing privacy, safety, and security of stakeholders, and takes appropriate preventative measures to minimise the risk of adverse incidents.**Leadership and Communication**Leads or promotes initiatives in their work area to ensure effective performance and achievement of the objectives. Promotes a team spirit and communicates effectively and professionally with fellow employees, management, members, suppliers and service providers.**Service Quality and Efficiency**Maintain service quality and efficiency and take part in quality assurance processes |
| **Key Selection Criteria** |
| **Essential Requirements*** Professional communication skills
* Highly experienced in working with a range of stakeholders demonstrating excellent customer service skills
* Demonstrated experience in office/branch administration, including records management
* Ability to work autonomously with minimal supervision and as part of a team
* Experienced in coordinating learning events and professional meetings
* Experience in drafting routine correspondence and preparing newsletter/publications
* Ability to undertake occasional travel interstate from time to time and attend out-of-hours meetings etc.
* High level administrative and organisational skills, including managing work deadlines and managing information
* Problem-solving and conflict resolution skills
* Professional communication skills (oral and written)
* Highly skilled in the use of MS Suite of products, Word, Publisher, PowerPoint, Excel and a CRM

**Desirable Requirements*** Qualifications in business administration
* Understanding of social work and other allied health services sector
* Experienced in providing executive-level support to committees/volunteer advisory groups and providing secretariat support
* Experience in a professional association
* A minimum of two years executive level administration support
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| **Approvals** |
| Approved by:Cindy Smith, CEO |  | Date: |
| **Accepted by** |
| Employee Name: |  | Signature: | Date: |