

AASW Position Description

1. POSITION SUMMARY & STATEMENT

JOB TITLE	Administration Officer
DEPARTMENT	
REPORTS TO	Executive Assistant (Melbourne National Office)
DIRECT REPORTS	Nil
AWARD	Clerks - Private Sector Award 2010
CLASSIFICATION	Administration Assistant Level 1 (as per Award)
HOURS OF WORK	Full-time (38 hours per week)
DIMENSIONS	12 month appointment initially, including 3 month probation period
DATE	August 2013
POSITION STATEMENT:	
<p>The Administration Officer is responsible for the general office administration of the Melbourne National Office, as well as providing some daily administrative support to the International Qualifications Assessment (IQA) Program.</p> <p>This role includes front desk reception, greeting visitors, post collection and delivery and answering any unattended phones for a team of up to 15 people as needed.</p>	

2. KEY ACCOUNTABILITIES

Objective 1: To coordinate and provide general office administration for the Melbourne National Office	<ul style="list-style-type: none"> • Liaise with the Office Manager (Canberra National Office) as appropriate • Perform receptionist duties, including greeting visitors, answering unattended phones and transferring calls or taking messages as appropriate • Daily collection and drop off of mail • Oversee office equipment and liaise with technical support and/or Office Manager (Canberra), as appropriate • Purchase office stationery supplies • Coordinate on-site events (eg. organise catering, venue set up etc)
Objective 2: To provide administrative support to the IQA program	<ul style="list-style-type: none"> • Provide administrative support to the IQA Professional Officer, as requested • Acknowledge receipt of IQA applications, conduct check of contents, collection of fees, and allocation of file reference data • Dispatch of completed Assessment notices and file maintenance • Maintain required IQA records and statistics • Prepare monthly or other reports as requested • Provision of information and advice about the AASW's assessment criteria and guidelines to those inquiring about the assessment of overseas social work qualifications, and develop written materials as required. • Respond to IQA email and telephone enquiries

	<ul style="list-style-type: none"> • Provide advice to membership officer regarding the eligibility of overseas qualified applicants.
Objective 3: To provide administrative support to other program areas in the Melbourne National Office	<ul style="list-style-type: none"> • Provide support to the Ethics and Standards team, eg. maintain ethics and practice standards consultation and complaint data and statistics, and prepare Board reports as requested • Provide support to the Education and Knowledge Development team, eg. assist to develop and produce documents and manuals and to support the operations of the AASW's Learning Management System. • Provide support to the Social Policy team.
Objective 4: To undertake alternate duties as the position manager or other senior managers may reasonably require	<ul style="list-style-type: none"> • Undertake alternate tasks as may be required from time to time to a professional standard. • Provide assistance to other employees as may be reasonably required. • Active involvement in quality and continuous improvements, and always seek best practice in fulfilling your role. • Maintain an up to date knowledge of skills and tasks through ongoing education.
<p>Notes: As the AASW is currently going through a significant growth and redevelopment and this position description will be amended from time to time, and the employee is required to adapt to new systems, responsibilities and requirements reasonably required of the position.</p>	

3. 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.

Regulatory Compliance – Privacy, Safety, Health, and Environment

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

Business Acumen

Applies a broad perspective to their contribution to ensuring ongoing viability of the AASW and seeks to achieve strong performance, efficient use of financial and physical resources, and seeks to minimise waste and poor performance.

Awareness and Sensitivity

Recognises and respects cultural and societal differences that may be present amongst members, their fellow employees and other stakeholders. Actively seeks to promote, equal opportunity, personal development and growth and appropriately modifies interpersonal approaches to suit different situations

4. SELECTION REQUIREMENTS – PERSON DESCRIPTION

TECHNICAL ATTRIBUTES	INDIVIDUAL ATTRIBUTES
<p>Essential requirements:</p> <ul style="list-style-type: none"> • Ability to perform a broad range of receptionist, customer service and administrative duties. • Knowledge of efficient and effective administration systems and processes • Sound knowledge of information technology including use of Word and Excel programs. 	<p>Essential requirements:</p> <ul style="list-style-type: none"> • Excellent communication skills, both verbal and written • Demonstrated ability to interact positively, courteously and helpfully with a wide variety of people • Demonstrated high level of initiative; excellent problem solving skills; time management and organisational and planning skills • Ability to work autonomously and with minimum supervision • Excellent team work skills • Ability to rapidly acquire new skills and/or willingness to undertake further training if required (all reasonable training costs will be paid by the AASW if required for the role)
<p>Highly desirable requirements:</p> <ul style="list-style-type: none"> • Advanced word processing and formatting skills will be advantageous. 	