

## JOB DESCRIPTION

<b>Job Title</b>	Business Support Officer
<b>Department</b>	Support
<b>Responsible to</b>	Business Support Manager
<b>Responsible for (if applicable)</b>	n/a

### Overall Purpose and Aim of Role:

To provide professional, comprehensive, and flexible administrative service to support the effective delivery of Key Assets work.

## KEY ACCOUNTABILITIES

### Business Support

- To respond to telephone calls, to direct these to staff as appropriate, to take and pass on messages. To present at all times a professional and helpful image to enquiries.
- To be responsible for reception of personal callers, deliveries, etc. To ensure that reception is covered at all times.
- To undertake general administrative tasks, including:
  - Word processing of letters and reports
  - Scanning, naming and storing documents
  - Printing, photocopying, collating documents
  - Preparing documents for post
  - Collating Welcome Packs for new Carers
  - Issuing staff and carer ID cards
  - Issuing Birthday cards to foster children & biological children of carers
  - Ensuring documents are produced accurately and in the correct format.
- Collection, recording and distribution of incoming mail. Preparation and posting of outgoing mail including parcels, packages, registered and express post.
- Under supervision, to ensure an adequate supply of office materials and consumables to enable the effective delivery of Key Assets work. This will include shopping for goods and supplies.
- As required undertake the inputting and uploading of documents required into the Key Assets database accurately and consistently.
- To undertake the administration of the staff and carer training program including:
  - Organising and setting up rooms or venues
  - Liaising with presenters re: their AV and other requirements
  - Organising catering
  - Issuing invitations to attend and subsequent reminders
  - Preparing the attendance list in advance of the training
  - Recording attendance of carers on the Key Assets data base
  - Issuing certificates of attendance.
- Organising rooms or venues, and catering for meetings.

- Updating data base re: carer details of address etc.
- Inputting of carer expenses into the CRM in preparation of payments to carers on a fortnightly basis.
- Monthly reconciliation of reloadable corporate Visa cards and sent to Business Support Officer/finance.
- Maintain the EKIM Assets Register in consultation with the Business Support Manager.
- In conjunction with the Business Support Manager, ensure that the building is maintained to an adequate standard and complies with health and safety legislation and ensure its contents are secure at all times.
- Attend meetings as directed and take minutes if requested.
- Undertaking a range of other administrative tasks as required to support the work of Key Assets.
- To maintain strict confidentiality in relation to the work undertaken and ensure that all confidential material is stored in safely.

### **Working in Partnership**

- Be culturally aware and competent and respond accordingly when dealing with employees, carers people with different cultural backgrounds.
- Work to deadlines and respond in a flexible way to the changing demands of Key Assets work, including ensuring that Key Assets customers are responded to promptly and professionally.
- Attend and participate in team meetings, training courses, supervision sessions and appraisals punctually and well prepared, as appropriate and when required.
- The post holder will be expected to comply with the no smoking policy in place and ensure that Health and Safety is observed in the course of employment.
- Ensuring compliance with safeguarding procedures, throughout all work within the Company, keeping Senior Management informed of work in progress and inform Senior Management immediately of any child protection matter or serious complaint.

**It is the nature of work of the post that tasks and responsibilities are, in many circumstances, unpredictable and varied. All employees are, therefore, expected to work in a flexible way when the occasion arises where tasks are not specifically covered in the Job Description and have to be undertaken.**

**PERSON SPECIFICATION**  
**Business Support Officer**

Note to Applicant: When completing your application form you should demonstrate the extent to which you have the necessary education, experience, knowledge, and skills identified for the post.

**Key:** Assessed by Application Form: **A**  
 Assessed at Interview: **I**  
 Assessed by Test/ Exercise (if applicable) **T**  
 Assessed by Documentary Evidence **D**

	<b>Essential/ Desirable</b>	<b>Shortlisted Criteria</b>	<b>A</b>	<b>I</b>	<b>T</b>	<b>D</b>
<b>Education/ Qualifications</b>						
<ul style="list-style-type: none"> <li>Education to a year twelve standard</li> </ul>	Desirable		✓			✓
<ul style="list-style-type: none"> <li>Qualifications and/or demonstrated experience in office administration</li> </ul>	Essential	✓	✓			✓
<b>Experience/ Training</b>						
<ul style="list-style-type: none"> <li>Two years office experience</li> </ul>	Desirable	✓	✓	✓		
<ul style="list-style-type: none"> <li>To be able to evidence an understanding of the use of IT and electronic communications including the use of systems such as Microsoft Office in particular Word, Excel, PowerPoint, and Outlook</li> </ul>	Essential	✓	✓	✓	✓	
<b>Knowledge</b>						
<ul style="list-style-type: none"> <li>A good working knowledge of effective administrative systems and processes</li> </ul>	Essential		✓	✓		
<b>Personal Qualities</b>						
<ul style="list-style-type: none"> <li>Ability to communicate simply and effectively, both verbal and written, with a diverse employee's group at all levels, recognising potential language barriers and cultural differences</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability to organise internal and external meetings</li> </ul>	Essential					
<ul style="list-style-type: none"> <li>Tenacious, diligent and resilient with the ability to adopt a creative approach to problem solving in a fast-paced environment</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Keen eye for detail and ability to work with a number of different terms, conditions and processes simultaneously</li> </ul>	Essential		✓			
<ul style="list-style-type: none"> <li>Ability to work on own initiative and as part of a team</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Self-starter with the ability to work with a degree of autonomy, in a creative manner, within company policies and procedures</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Reliability, flexibility, and dependability</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Aptitude for numbers relevant for role</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Ability to create a positive working environment where people have the opportunity to reach their potential</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability to maintain confidentiality</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Ability to work under pressure and handle changing priorities</li> </ul>	Essential	✓	✓	✓		

	<u>Essential/ Desirable</u>	<u>Shortlisted Criteria</u>	<u>A</u>	<u>I</u>	<u>T</u>	<u>D</u>
<ul style="list-style-type: none"> <li>Ability to work with others in remote locations</li> </ul>	Essential			✓		
<b>Miscellaneous</b>						
<ul style="list-style-type: none"> <li>A commitment to Equal Opportunities and WHS in all work practices</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>A commitment to providing professional and quality service</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>A commitment to diversity and social inclusion which includes Aboriginal and Torres Strait Islander's, people who identify as LGBTI, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Ability and willingness to work flexibly</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Must possess a full clean open driving licence</li> </ul>	Essential		✓			✓
<ul style="list-style-type: none"> <li>Be open to direction, using initiative to seek advice where necessary</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Willingness to undertake a criminal records check</li> </ul>	Essential			✓		

**Key Assets makes use of the National Federal Police Criminal Records and local State and Territory Working with Children checking services, which facilitates the checking of individuals' criminal records by employers where such individuals are to occupy 'positions of trust'. You may be required to consent to and apply for disclosures at regular intervals during your employment in this post and any offer of employment is provisional and conditional on the satisfactory outcome of the check. This is because this role involves access to sensitive data.**

<b>Signed by Job Holder:</b>	
<b>Date:</b>	
<b>Signed by Line Manager:</b>	
<b>Date:</b>	