

POSITION DESCRIPTION

Position:	Corporate Services Officer
Reports To:	Team Leader Corporate Services
Direct Reports:	N/A
Status:	1.0 FTE (38 hours per week)
Location:	Richmond and other locations as required
Pay Rate:	SCHADS Level 3 + 9.5% Superannuation + salary packaging

ORGANISATION BACKGROUND

inTouch Multicultural Centre Against Family Violence provides services, programs and responses to issues of family violence in refugee and multicultural communities. By acknowledging the rights and diverse experiences of our clients, we develop and implement a number of culturally sensitive and holistic models for the provision of services to both victims and perpetrators of family violence. In tackling the issues of family violence we act on multiple levels – individual, relationship and community.

Vision

inTouch's vision is for culturally diverse families to live free from violence.

Purpose

inTouch's purpose is simple and clear – we are committed to changing lives, changing communities for the better.

POSITION SUMMARY

The Corporate Services team provides the support functions and technical guidance in specialist areas such as accreditation, finance, HR and infrastructure to ensure that inTouch operates effectively and efficiently and can respond to the changing external and internal environment.

This role will support and work under the direction of the Team Leader Corporate Services. This role will take ownership for the development, implementation and ongoing efficient business, processes and to support inTouch's effectiveness and sustainability.

The Corporate Services Officer will ensure efficient functioning of the office and maintain a welcoming and professional environment for both internal and external stakeholders. This role provides operations support for Corporate Services activities including HR, IT implementation, facilities and infrastructure maintenance.

This role requires someone with a detailed methodical approach and works collaboratively within the multi-disciplinary Corporate Services team and the broader organisation to achieve identified goals.

Good process management, communication, planning and organisational skills with a can-do attitude are essential, along with the ability to multi-task and prioritise.

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KEY RELATIONSHIPS

Internal	Effective working relationships with all inTouch staff.
External	Compliance agencies, vendors, service providers, other organisations providing similar services.

POSITION ACCOUNTABILITIES

Office facilities and Infrastructure

- Maintain office facilities and infrastructure ensuring it is well presented at all locations.
- Ensure that staff at out-post facilities have required infrastructure and support systems to work effectively, this includes coordinating with external stakeholders.
- Build and manage relationships with vendors, service providers and landlord, ensuring quality services.
- Order, monitor, maintain and review office supplies inventory.
- Maintain a safe and secure working environment.
- Ensure compliance to COVID working regulations as updated from time to time.

HR, IT and Telecommunication Support

- Manage on-boarding and exit of staff in partnership with HR, IT and finance. This includes setting up/disconnecting work email account, laptops and mobile phones (if required), organizing access to printers and facilities. Provide basic troubleshooting and support in relation to IT and telecommunication connectivity.
- Coordinate with IT contractors and finance department on maintaining all office equipment register

Internal and external stakeholder management

- Receive and direct external communication to appropriate channels. This includes telephone and face-to-face enquires.
- Manage internal staff relations including planning and execution of events, rosters, facilities.
- Participate actively in the planning and execution of company events.

Office procedures and information and documentation

- Responsible for managing office services information and documentation – updated procedure manuals, filing systems, supply requisitions, orders etc.
- Maintain and update employee contact details
- Provide support and maintain records of organisational resources such as insurance, car fleet and supplier information.
- Support Team Leader Corporate Services to develop and implement integrated processes, practices and systems including business improvement initiatives to ensure inTouch's business effectiveness, efficiency and compliance under the various contractual and sector requirements.
- Support Team Leader Corporate Services and maintain the reporting requirements for the relocation project

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Risk Management and Compliance

- Adhere to organisational policies and procedures and integrity of corporate systems from the view point of risk and quality
- Assist Team Leader Corporate Services in risk management and assessment process, including annual risk review, business continuity and crisis management.

Other

- In addition to the above, any other duties that arise from time to time as directed by the Team Leader Corporate Services

PEOPLE MANAGEMENT

Although there are no direct people management responsibilities for this role, it is expected that you ensure a safe work environment and compliance with inTouch policies and legislation.

EXTENT OF AUTHORITY

In accordance with inTouch's Delegation of Authority policy.

KEY SELECTION CRITERIA

To be successful in this role you will be enthusiastic, self-motivated and a team orientated professional. You must maintain high standards of conduct and integrity, demonstrate sound work ethics, be flexible, consistent and fair in decisions, trustworthy with confidential and sensitive organisation information.

You will possess:

Essential

- Certificate III or IV in Business Administration or minimum two years' work experience in a similar role in the not-for-profit sector.
- Exposure to implementing and supporting compliance and business processes and planning within an organisation.
- Ability to build strong partnerships / relationships with a wide variety of stakeholders from diverse cultures;
- Ability to work autonomously and as a part of a team
- Commitment to continuous improvement and the willingness to take initiative in applying work practices and procedures
- Excellent working knowledge in Office 365 software or equivalent.
- Attention to detail and problem solving skills
- Excellent written and verbal communication skills
- Strong organisational and planning skills
- Ability to demonstrate resilience, whilst exercising sensitivity and discretion in undertaking all tasks.

Desirable:

- Speaking a language other than English would also be an advantage
- Previous experience working in the family violence sector or working with Culturally and linguistically diverse (CALD) communities.

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SPECIFIC RESTRICTIONS/CONDITIONS

- Incumbent will on occasions and in consultation, be expected to conducted work outside normal business hours
- Must hold a current Victorian car license
- Must be physically capable to carry out administrative duties, including extended periods of computer use
- Participate proactively in organisational initiatives
- Support other team members in periods of high demand and during periods of absence;

HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and relevant inTouch policies
- Contribute positively and proactively to team and organisation wide OH&S activities
- inTouch has a smoke-free workplace policy

QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in your day-to-day work in order to meet the organisation's audit, contract and registration obligations
- Proactively apply your knowledge in the review and maintenance of policies, systems and processes
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach

CONDITIONS OF EMPLOYMENT

- The annual salary for this position is based on the inTouch Enterprise Agreement 2020 and is negotiable depending on experience;
- The position will attract five (5) weeks annual leave per annum, pro rata for part-time appointments;
- Salary packaging may be provided subject to the terms of and conditions of the inTouch Salary Packaging Policy;
- Superannuation Scheme is available through HESTA; the provisions of the Superannuation Guarantee (Administration) Act 1992 apply;
- The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 referees, a national criminal records check, working with children check, proof of identify and qualifications;
- Signing a Confidentially Agreement is a personnel requirement of inTouch;
- The successful applicant will initially be engaged for a probationary period of six months; with performance review at three months
- The successful applicant will be required to disclose any pre-existing illness or injury that they know about which could be reasonably foreseen to be affected by the work duties

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described. Pursuant to s.82 (7) of the Accident Compensation Act, failure to disclose such a condition will mean that if employed, they will not be paid compensation for that condition;

PRIVACY NOTIFICATION

inTouch requires declarations and personal information relevant to your employment. The collection and handling of this information will be consistent with the requirements of the Information Privacy Act 2000.

APPLICATION PROCESS

inTouch has an Equal Opportunity Exemption (H143/2018) and requests applications from women only.

To apply, send a short covering letter detailing your skills, knowledge and qualification for this position, and a brief document, limited to 2 pages addressing the key selection criteria.

Email your application to recruitment@intouch.org.au

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