

POSITION DESCRIPTION

Position Details	
Position Title:	Office Manager
Service Area:	Corporate Services
Location:	Darwin
Classification:	Grade 5 pay point 1
Reports to :	Chief Executive Officer
Hours	38 hours per week
Date Approved/ Registered:	16 July 2020
Direct Reports	Receptionist

Melaleuca Refugee Centre (MRC) provides a range of services to people from refugee backgrounds who are newly arriving into the Northern Territory. These services include settlement services, provision of a Program of Assistance to Survivors of Torture and Trauma and access to a range of development programs that enable the people we support to experience caring communities.

THE ROLE

Reporting to the CEO, the Office Manager is responsible for providing high level logistics coordination across the organisation, in order to ensure organizational effectiveness, efficiency and safety. The responsibilities extend to developing intra-office communication protocols, streamlining administrative procedures, inventory control, contractor management, office staff supervision and effective task delegation that enables the organisation to run smoothly in support of its service delivery commitments.

KEY RESPONSIBILITIES

Leadership of Administration Support

- Leads the receptionist and administration functions for the organisation
- Establish effective strategies and processes that inform organisational record management including electronic processes
- Coordinate the Volunteer and Student Placement candidates including establishment of personnel files, background checks, induction, recording of monthly statistics, and scheduling work as needed and liaising with Managers of students on placement at Melaleuca
- Manage office supplies stock and leads their replenishment as required
- Establishes the organisation's filing systems and nomenclature
- Supports communication and marketing activities including drafting of newsletter articles production of fliers and brochures to promote events
- Maintain accurate details regarding organisational processes and protocols to ensure effectiveness and timely access of administrative information
- Maintain accurate tracking of organisational resources and equipment
- Coordinate advertising/media requirements as directed
- Lead the provision of high levels of internal customer service to staff.

Office & Contractor Management

- Liaise with utilities providers such as water, electricity, gas to arrange for set up / connection of utilities for properties
- Coordinates the vehicle fleet management for the organisation
- Lead the interface between the organisation and service providers that serve the organisation such as the IT Company, Insurance, Telephony and other contractors on the direction of the CEO
- Establish and track project plans as well as report on projects as required
- Undertake required analyses and research of information as requested by the CEO
- Manage the day to day running of the office which falls outside of the scope of direct services and as determined in collaboration with the CEO and Executive from time to time, and documented on the Office Management Scope Framework
- Maintains current knowledge MRC Policies
- Identify value for money contracts that enable the organisation to maintain improved stewardship of its resources in consultation with the Manager Finance.

Relationships & Communication

- Communicate effectively with team members to ensure relevant information is shared
- Build respectful, professional and positive relationships with clients
- Contribute to the ongoing development of a client-centred services team.
- Undertake all interactions with clients and colleagues in a culturally sensitive manner and with particular sensitivity towards cultural and linguistic diversity
- Maintain positive relationships with stakeholders including suppliers.

Reporting

- Prepare reports as requested by the CEO
- Consult with the CEO prior to releasing any reports to external parties.

Organisational

- Working under Melaleuca's values of client focus, inclusion, accountability and respect
- Participate in supervision and debriefing as required
- Attend meetings, training, team building and other forums as required by the organisation
- Remain flexible to moving between programs and offices as required
- Contributing to agency key performance indicators
- Comply with Melaleuca Refugee Centre's Policies and Procedures at all times
- Work co-operatively as a member of the Melaleuca team. As well as respectfully with all families and be mindful of the cultural and social influences that individuals and families may present
- Support a work environment that is free from discrimination, harassment, bullying and refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; other staff or the community
- Participate in key community events such as World Refugee Day or Harmony Day
- Positively reflect the organisation at all times
- Undertake other duties as required.

SELECTION CRITERIA

Essential:

1. At least 3 years work experience as Business Support, Administrative Officer, Administrator or similar role
2. Solid knowledge of office procedures
3. Experience with office management software like MS Office (MS Excel and MS Word, specifically)
4. Strong organization skills with a problem-solving attitude
5. Excellent written and verbal communication skills
6. High levels of attention to detail
7. Demonstrated project management skills
8. Fluent proficiency in written and oral English language skills
9. National Police Clearance – successful clearance of criminal record.

Desirable - Certificate III or Certificate IV in Business Administration

Licences/clearances (essential):

1. A current driver's license
2. A current NT Ochre Card (Working with Children clearance)
3. A satisfactory national criminal history report

Agreement to this Position Description:

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

Manager's Signature: _____

Date: ____ / ____ / ____