

# Position Description

## Corporate Services Administrator

REPORTING RELATIONSHIPS	
Reports to	National Manager, Finance
Direct reports	n/a
Indirect reports	n/a
Internal stakeholders	All staff
External stakeholders	Relevant industry organisations
FINANCIAL DIMENSIONS	
Total headcount	N/A
TEC budget	N/A
Total budget	N/a
FUNDAMENTALS	
<p><b>Work Environment</b></p> <p>Located in West Melbourne.</p>	
<p><b>Working Conditions</b></p> <ul style="list-style-type: none"> <li>• This is an ongoing 0.6 to 0.8 position (negotiable), subject to a probationary period of 3 months</li> <li>• Salary is based on the Social, Community, Home Care &amp; Disability Services Industry Award 2010. Level 4 Pay Point 4 (Currently \$29.72 per hour).</li> <li>• Employer superannuation contributions of 9.5% and 17.5% leave loading applies as does salary packaging with Advantage.</li> <li>• A satisfactory National Criminal History Check is required prior to commencing this position</li> </ul>	
PURPOSE	
<p><b>Vision</b></p> <p>We stand for: <b>The Courage to Choose a Better Future</b></p> <p><b>Corporate Service Administrator overview</b></p> <p>The Corporate Service Administrator's purpose is to support the organisation's vision by providing customer service, both internally and externally, to ensure timely support and resolution of issues relating to the corporate services functions of the Whitelion Group.</p>	

**Position Description: *insert position title (continued)***

**VALUES**

The Corporate Services Administrator role has a major influence on the development of the organisation culture that is based on being:

**Real, Committed, Innovative, Passionate, Courageous, Professional & Collaborative**

KEY RESULT AREAS (KRAs)	Key Tasks
Insurances	<ul style="list-style-type: none"> <li>• Ensure Whitelion maintains coverage of Insurances</li> <li>• Review operations regularly to ensure adequate cover is maintained</li> </ul>
Fleet Management	<ul style="list-style-type: none"> <li>• Maintaining the WL-OFA Fleet Register</li> <li>• Manage infringement notices received by the organisation, transferring them to appropriate drivers</li> <li>• Maintain regular services and assess and action any requests for repairs made</li> <li>• Maintain accounts for fleet related services such as Citylink, Viva Energy and RACV</li> <li>• Facilitate the process when motor vehicle accidents occur, providing advice, and a liaison point between staff, repairs, and insurance providers</li> <li>• Provide information to National Finance Manager in relation to FBT</li> </ul>
Facilities and properties	<ul style="list-style-type: none"> <li>• Ensuring that all national locations, MOU's, leases and relevant paperwork records are maintained on organisation database</li> <li>• Ensure maintenance of head office, including managing contractors such as cleaning, air conditioning maintenance, relationship with landlord</li> <li>• Provide advice and assistance to interstate and satellite locations to maintain clean and safe work environments</li> </ul>
Telephones and mobile internet	<ul style="list-style-type: none"> <li>• Allocation of mobile phones and Wi-Fi devices to all staff</li> <li>• Manage transfer of SIMS, replacement of phones, repairs, etc</li> <li>• Review accounts and ensure billing is assigned to correct cost centres</li> </ul>
WH&S	<ul style="list-style-type: none"> <li>• Conduct ergonomic checklists for staff at Head Office and support staff at interstate locations with similar</li> <li>• Conduct worksite safety inspections in all Victorian locations, and support similar in other states</li> <li>• Maintain incident register on Whitelion information management system</li> </ul>
Quality	<ul style="list-style-type: none"> <li>• Act as Lead Internal Auditor, supporting quarterly internal audits for the purpose of maintaining quality management accreditation</li> </ul>
Projects	<ul style="list-style-type: none"> <li>• Undertake special projects as directed</li> <li>• Current projects include assisting program staff to liaise with material aid agencies, and reviewing corporate services expenditure</li> </ul>

## Key Selection Criteria

<b>EXPERIENCE</b>
<ul style="list-style-type: none"><li>• At least three years' experience in a similar role, or strong demonstration of ability to address key selection criteria</li></ul>
<b>PERSONAL QUALITIES</b>
<ul style="list-style-type: none"><li>• Strong focus on providing high quality customer service to your colleagues and external stakeholders</li><li>• Resilience and an accommodating personality is a must for this role</li><li>• Interpersonal and negotiation skills to achieve quick outcomes and resolve issues in a timely manner</li></ul>
<b>SKILLS</b>
<ul style="list-style-type: none"><li>• Knowledge and understanding of Fleet Management and costing</li><li>• Ability to achieve outcomes, with high level time management and organisational skills</li><li>• High level of acumen with Microsoft Office suite, databases and general internet usage</li><li>• Ability to manage a network of external stakeholders and influence lowest or reduced rates to support a Not-for-Profit organisation</li></ul>