

Position Description

Position title	Administration Officer	Division/Business Unit	Administration
Location of role	Lilyfield	Direct reports	0
Reports to	Administration Manager	Industrial instrument	SCHADS
Employment Status	Part time, 4 days per week	Award	3/1
Date prepared		16/02/2023	

About Mental Health Coordinating Council

Mental Health Coordinating Council is the peak body for mental health community-based organisations across New South Wales. MHCC champions community-based, non-government organisations who work to support better outcomes for people living with mental health conditions. Together with our members, **we make a positive difference** in the mental health sector by driving reform, sustainability and system improvements.

Our Vision

People living with mental health conditions are supported to live meaningful lives in the communities of their choice.

Our Purpose

To promote mental health and wellbeing in NSW by championing a strong community mental health sector through leadership, advocacy and support.

Our Values

Integrity. Collaboration. Leadership. Impact

About the Role

The Administration Officer is the face of MHCC to the community and exists to facilitate a seamless experience for our members, staff and stakeholders. The role supports the running of the organisation through administrative support, finance-related activities and membership operations.

The role covers the following key areas:

- **Front of House:** ensuring visitors and phone calls are responded to in a timely manner
- **Administration:** provide administrative and office support for MHCC including liaising with suppliers, keeping the office clean and tidy, support WHS activities, assist in induction of new staff, managing the MHCC email accounts in a timely manner.
- **Membership:** maintain the current membership database via the CRM and process new applications.
- **Accounts payable and receivable:** ensuring all accounts are processed in an accurate and timely manner in liaison with the Finance Officer. Completion of monthly credit card reconciliations.

Key Responsibilities -

- Manage customer service calls in a professional manner
- Support the overall administrative tasks of the business (where required)
- Support relationship with external IT provider, follow up where additional support is required on behalf of MHCC.
- Ensure the MHCC office environment is safe, clean and inviting for staff and visitors.
- Respond to requests for information and ensure the specific needs of stakeholders and staff are clarified and met in a timely and professional manner
- Preparation (including catering, agenda), minute taking and follow up of staff meetings and other meetings as requested
- Provide support for the organisation (including set up and clean up when needed) of functions/ meetings/ seminars/ conferences/board meetings)
- Update and maintenance of the customer relation management (CRM) system, ensuring accuracy, while working collaboratively with the Communications team to ensure that data and current list of members is up to date, including processing payments.
- Support annual membership renewals including processing payments, membership details are updated within the CRM, submissions for board approval are made in a timely manner. Membership reports prepared monthly.
- Support the maintenance of the facilities including building repairs, vehicle maintenance, WHS related activities. Manage relationships with external suppliers
- Staff induction/exit process: assist with on-boarding process for staff including staff keys, alarm code set up, contact lists updated, work with IT provider to assist in profile being set up on the first day

Financial Responsibilities:

Assist the Finance Officer in activities including but not limited to:

- Liaise with the Finance Officer to code, enter, verify, and reconcile transactions such as accounts payable and receivable
- Entering all invoices in an accurate and timely manner
- Liaising with all suppliers regarding accounts payable related queries
- Maintain the filing systems to ensure accuracy and currency
- Monthly Credit Card reporting and reconciliation
- Maintaining the MHCC Asset register
- Reimbursement of approved staff Petty Cash, ensuring petty cash always remains balanced.

General Responsibilities

- To understand the aims and objectives of MHCC
- Support MHCC to prepare for audits, and other governance requirements
- Adhere to the MHCC Policy and Procedures and workplace/ legislative requirements including the Code of Conduct Agreement
- To ensure the practice of Workplace, Health and Safety (WHS) Standards are maintained by self and others
- Ensure compliance with all Commonwealth & State legislative requirements governing the MHCC business activities (including but not limited to EEO, Anti-discrimination, WHS, VET)
- Undertake professional development to ensure competencies remain current with industry standards
- To participate in an annual performance appraisal
- Use equipment provided in a professional manner
- Other duties as directed by the CEO or MHCC management

Risk Assessment:

Key Measures of Success -	
<ul style="list-style-type: none"> • Reception is managed in a professional manner with calls being directed and answered in a timely manner. Office is clean and tidy with ongoing reviews of the environment. • Repairs are managed in a timely manner, WHS practices adhered to within the office • Membership renewals are processed accurately and any follow up is completed with relevant team members • Accounting related tasks are completed with accuracy and in a timely manner and any issues are escalated appropriately 	

Education/Qualifications/Skills	
Experience	Min 2 years' experience in a reception role, strong IT knowledge with Microsoft Office suite. Accounting skills including use of MYOB software system. Familiarity with HR processes and governance related activities. Knowledge of CRM – Microsoft Dynamics is desirable
Job specific skills, knowledge and abilities	<ul style="list-style-type: none"> • Proficient in MYOB: MYOB is essential to this role • Strong knowledge of Excel, Word, Outlook and troubleshooting • High attention to detail • An enthusiastic can-do attitude • Strong communication skills via phone and email • Experience and confidence to handle a workload high in volume • Ability to multitask and prioritise tasks • Proven experience administration and data entry • A strong work ethic, flexibility • Outstanding communication – both written and verbal • Great organisation and time management skills • The ability to work autonomously and within a team environment • High level skills in Microsoft Office software applications • Adobe skills desirable • Full Australian work rights • Current driver's licence • Willing to work part-time (not a full-time role) • Immediate start
Desirable experience	Not-for-profit experience or knowledge, WHS practices.
Mandatory checks	<input type="checkbox"/> Working with Children Check <input checked="" type="checkbox"/> Police Clearance
Other	<input type="checkbox"/> First Aid <input checked="" type="checkbox"/> Other (specify) 'Up to date' Vaccination status