

POSITION DESCRIPTION

Position title:	Admin 1 – Administrative Officer
Current incumbent:	VACANT
Work areas/s:	Business Support Team
Reporting to:	Mandy McIntosh
Location:	Bendigo

PURPOSE

The Administrative Officer's role is to:

- Work within the Business Support Team to provide cross-business support and administrative assistance to our consultant team
- To ensure a seamless administrative support service is provided across all aspects of RMCG

DUTIES

Administrative

The primary administrative tasks ensure the day-to-day operational aspects of the business function effectively and efficiently and includes:

- Completing day-to-day administrative tasks as directed by the Business Manager
- Reception – answering incoming calls and dealing with client enquiries, including meeting and greeting guests
- Finance administration – processing accounts payable and receivable using Xero accounting package, receipt collection and reconciliation, invoice preparation
- Organising daily catering including the setting up of lunch for staff
- Ensuring the office is clean and tidy
- Recording, posting and circulation of daily mail
- Arranging courier bookings as required
- Ordering office stationery supplies

Consultant support

The primary consultant support function involves assisting consultants to maximise their project outcomes and this includes:

- Proofreading and editing to enhance the accuracy and presentation of reports
- Providing advanced word and excel assistance
- Preparing presentations using Powerpoint
- Organising travel and accommodation for staff
- Arranging meetings, preparing correspondence and managing diaries
- Organising catering for client meetings

These functions will be provided to Bendigo-based staff and to staff in our Torquay office on a day-to-day basis with support provided to Melbourne-based staff on an as-needs basis.

Business support

The primary Business Support function involves operating in a team environment to collectively enable the business to function effectively and efficiently and includes:

- Monitoring compliance with the business systems and procedures as detailed in our Quality Management System including document control, filing and project archiving
- Assisting the Business Manager and Finance officer to undertake regular business operations. These roles may change over time.

RESPONSIBILITIES

Quality Management System

Maintain a general understanding of the Quality Management System and carry out the above duties and responsibilities in accordance with relevant quality management procedures.

Work Health and Safety

All employees have a duty to take reasonable care for their own health and safety and for the health and safety of others who may be affected by their actions. Employees must:

- Take reasonable care by act or omission of their own health safety and welfare
- Take reasonable care by act or omission for the health safety and welfare of others in our place(s) of work
- Comply, as far as is reasonably practicable, with all reasonable instructions given by RMCG for legal compliance and policy success
- Co-operate with all reasonable policies and procedures of WHS relating to health, safety or welfare.
- Comply with the organisation's procedures for reporting an accident, incident or near-miss
- Report any hazard or potential hazard to their supervisor, a senior manager or WHS representative
- Follow the issue resolution mechanism

Office Dynamics

Contribute to the maintenance of a harmonious and therefore pleasant working environment

Business strategy

Participate in and contribute ideas to further business development through the annual strategic planning workshop and other business working groups

Professional Development

You will be encouraged to undertake professional development opportunities. You will be required to develop an annual professional development program as part of your annual performance review as well as a long-term professional development plan.

Record keeping

You will agree to:

- Keep a diary in which all business appointments will be noted (i.e. iCal).
- Keep a record of total time spent working, which includes time spent working on projects or administrative tasks (individual timesheets). This time record is available to the Employer at any time.

Professional Indemnity

You, acting honestly, diligently and in good faith, shall not suffer any loss or damage of any kind because of any liability incurred by the employer as a result of your conduct, and the employer shall hold you harmless and indemnify you against any loss, claim or cause of action of any kind out of or in the course of employment.

Privacy

Within RMCG we operate within a culture of openness, trust and mutual respect. That applies both to personal contact across the office and access to personal information via our ICT systems.

RMCG follows the same controls to protect internal personal information as it does for external information, however also expects the following approach by all employees in maintaining the privacy of information about others within the business.

- Think about the information that you hold and know about other people in the business
- Respect that knowledge and information
- Keep personal information confidential
- Implement sensible controls to keep information confidential
- Don't look at things that you don't need to look at

This approach will help us maintain the open culture of trust and mutual respect we all value.