



Our Vision...

All Anangu living well in both worlds.

Position: Administration Officer
NPYWC Program: People and Workplace Services
Employment Details: Full Time, Permanent, 38 hours per week
Location: Based in Alice Springs with some travel to the NPY region
Base Salary: \$58,332.90 - \$64,766.26 (negotiable based on experience) with additional benefits.

Our Purpose:

To support all Anangu, especially women and children, to have a good life, guided by culture and sound governance, through the collective agency of women.

Our Values:

We are an Anangu-led organisation. We believe in the strength of our people, our culture, and the collective agency of women. We are continually guided by our values, to deliver on our purpose and ensure we deliver for and to our community, more and better choices; a good life for all Anangu.

Your Team:

The People and Workplace Services team are responsible for delivering operational excellence to the employees and clients of NPY Women's Council.

People and Workplace Services form part of a business support team that includes Administration, Human Resources, Property Maintenance and Vehicles.

With a newly created structure and five-year strategic plan finalised, the team and organisation is about to embark on an exciting new journey.

Your Role:

The Administration officer position reports directly to the Team Leader, People and Workplace Services.

This position will be the first point of contact for our organisation whilst delivering an effective and efficient administrative support to NPYWC.

Currently, this role is largely responsible for coordinating travel and accommodation for our staff along with administering our Emergency Relief Program.

As this position evolves and adapts to new ways of working it will provide growth, career development and the chance to work in a team that values creative thinking, flexibility and wellbeing.

You will be a critical part of the team moving forward due to a number of exciting projects and organisation improvement.



Your Responsibilities:

- Deliver high quality services and positive outcomes for our clients and stakeholders.
- Information provision to clients and callers and referrals to relevant services. Answering incoming calls, addressing enquiries, transferring calls and taking clear and accurate messages
- Welcoming people in reception, notifying staff of arrivals and answering general enquiries
- Administer with a high degree of accuracy the booking of travel and accommodation for our staff. This will involve liaising with external providers to book accommodation, writing purchase orders and entering the details in our database.
- Managing with a high degree of accuracy the sets of keys held by NPYWC
- Provide emergency assistance to Members via NPYWC's Emergency Relief Grant and liaise with other service providers accordingly. This fund is held to help out the families in our region with money in certain emergency situations. Your role will play an important part in working with enquirers to ascertain their eligibility. This contact could be via phone or in person and will involve dealing with external providers and writing purchase orders
- Providing assistance to the People and Workplace Services with HR administration processes.
- Completing daily mail tasks including collecting mail from the post office, logging incoming and outgoing mail and distributing incoming mail
- Arrange, coordinate and book teleconference calls
- Taking minutes of meetings
- Update regularly the NPYWC internal staff contacts list and external contact and mail lists
- Monitor and replenish supplies including stationery, postage and kitchen supplies
- Manage NPYWC's conference rooms including the booking of, cleaning of, supplies for, daily locking of and occasional catering
- Perform monthly checks and restocking of NPYWC Alice Springs staff accommodation liaise with sub-contractors to manage the collection of appropriate insurance paperwork, ensuring compliance at all times
- Ensure the kitchen is maintained in a clean and tidy manner
- Write, review and maintain procedures applicable to the Administration Officer role
- Promote and inform the wider community about the services provided by NPYWC
- Implement best practice principles in my work through professional and personal development
- Demonstrate NPYWC culture and values in work practice and in interpersonal relationships
- Undertake project work as required.

Skills and Experience:

Qualifications:



- Demonstrated understanding of the needs and issues facing a diverse range of people which includes clients, colleagues, management, government and other agencies.
- General understanding or willingness to learn about current issues relating to working and living in remote Aboriginal communities.
- Experience working with Anangu or people for whom English is their second language (Desirable).
- Experience in delivering telephone services
- Demonstrated experience with problem solving and using your own initiative.
- Confidence and experience in using a Client Information System and Microsoft Office.
- An organised work style with attention to detail and a commitment to completing tasks.
- Demonstrated ability to work in a busy environment, to stay calm under pressure and to work with minimal supervision.
- Ability to make decisions within guidelines.
- Flexibility and ability to multi-task.
- Ability to think outside the square and find solutions to problems.
- Understanding and compliance with confidentiality.

- Relevant Certificate in Business Administration or Customer Service (Desirable)

Remuneration:

- Base Salary: \$58,332.90 - \$64,766.26 per annum
- 9.5% Superannuation
- Generous Leave Entitlements
- Salary Packaging Benefits
- Annual Retention Bonus

Employment Conditions:

- Work in a manner consistent with NPY Women's Council Values, Code of Conduct, Rules and advocacy positions.
- Follow and work within NPY Women's Council policies and procedures.
- Be responsible and accountable for your own and others health, safety and wellbeing.
- If applicable, the employee will provide the highest standards of service to clients at all levels by modelling service excellence that meets the needs of clients and enhances the profile of NPY Women's Council.
- Some positions will require working in remote communities for extended periods and out of hours' work requiring overnight absences.
- Remote positions include accommodation. Usually this is stand-alone accommodation, however from time to time, based on accommodation and service delivery demands, this situation may change and staff may be required to co-share a NPYWC leased or owned property.
- Every employee is required to have (or willing to obtain) a current and valid criminal history check, and if applicable, a Working with Children Check.
- We require all staff to have a current Australian manual driver's licence.
- A current First Aid certificate or a willingness to undertake training.
- Experience in operating a manual 4WD vehicle or a willingness to undertake training.



Ngaanyatjarra Pitjantjatjara Yankunytjatjara Women's Council (Aboriginal Corporation)

- A good level of health and fitness that matches the requirements of the role. If so required by NPY Women's Council you may be required to undergo a pre-employment medical assessment.

We are committed to building a respectful and inclusive workplace, appointing the best person for the role and supporting diversity.

All information will be held in the strictest of confidence.

To find out more about this position, please contact Christine Williamson, Youth Program on 08 8958 2370 visit <http://www.npywc.org.au/recruitment/> for more information about the role and what it's like to work for us.

APPROVED COPY

Signed:

Date: 28th August 2019

PROGRAM MANAGER

ACKNOWLEDGEMENT FOR RECEIPT OF POSITION DESCRIPTION

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Employee Name (Please Print)

Employee Signature

Date