

JUNCTION HOUSING

POSITION DESCRIPTION



Job Title	Office and Management Support Coordinator
Location	Junction Housing, Morphett Vale
Award/Non Award	Award
Classification	Level 3 [Social & Community Services (SA) Award]
Status under Children's Protection Act 1993	Non-Prescribed
Reporting Relationship	<ul style="list-style-type: none">• Reports to the General Manager, Junction Housing• Works closely with:<ul style="list-style-type: none">- Operations Manager, Junction Housing- Property Asset Services Manager, Junction Housing- Administration Officer, Junction Housing- Tenancy Services Team- Finance Team
Link to SJCS Structural Framework	This position is placed at 'Coordinator' level within the Structural Framework of Southern Junction Community Services Inc

ORGANISATIONAL OVERVIEW

Southern Junction Community Services Inc (SJCS) builds inclusive communities through an integrated approach to the provision of quality housing, community development and social support services. We work with people who are subject to social or economic disadvantage, other agencies, groups and individuals to overcome barriers and develop resilience.

Junction Housing is a division of Southern Junction Community Services Inc with over 30 years experience of providing high quality affordable housing solutions. Junction Housing is an integrated affordable housing organisation that contributes to the creation of "place" in communities through the provision of affordable housing and social infrastructure. Junction Housing has a proven track record of developing and implementing best practice models in property development, asset management and tenancy management to sustain high quality housing outcomes and aims to further develop its reputation for outstanding customer service.

Vision Statement

Southern Junction Community Services is a centre of excellence for integrated social practice that actively demonstrates that all individuals and groups are valued, included and enabled to participate in their communities.

Mission Statement

Southern Junction Community Services is people focused, flexible and responsive, with an emphasis on early intervention and prevention. Our work reflects the belief that every individual has the right to pursue and achieve independence and self-reliance.

Core Values

Southern Junction Community Services aspires to deliver flexible and responsive services that are underpinned by the following core values:

- **RESPECT** ~ Every person deserves to be treated with respect
- **TRUST** ~ Safety and trust are the foundations of healthy families and relationships
- **INCLUSION** ~ Inclusive communities value and embrace diversity
- **INTEGRITY** ~ Acting in a way that is honest, just and open to others

POSITION SUMMARY

The Office and Management Support Coordinator is responsible for providing high level administrative support to the General Manager and other Senior Managers within the Junction Housing Division and coordinating the efficient running of the Junction Housing office. This includes providing supervision and guidance to the reception staff, processing invoices to be sent to finance and conducting daily reconciliations of the rent account.

The role will also support the efficiency and effectiveness of the General Manager including diary management, liaison with external stakeholders, preparing reports, managing the efficient flow of correspondence and coordinating publications and event management.

KEY RESPONSIBILITY & DUTIES

Governance, Leadership & Planning

- Undertake projects as required by the General Manager
- Plan and coordinate the day to day activities of the Junction Housing Administration Officers
- Develop and maintain a manual of procedures and guidelines to support efficient operation of the Junction Housing office.

Working Together & Communication

- Receive and respond to general enquiries to General Manager's office, both internally and externally, and assist where appropriate; ensuring a high level of confidentiality and customer service to both internal and external parties
- Foster positive relationships with other organisations, clients, external stakeholders and the wider community in consultation with and under the direction of the General Manager
- Promote and maintain a customer service focus.
- Develop effective relationships within Senior Management and wider staff across the organisation
- Organise events such as opening ceremonies and project launches
- Assist in the preparation of marketing materials
- Coordinate preparation of publications including liaison with authors, collation of material, proof reading, graphic design and printing etc

Service Provision

- Ensure the efficient and effective operation of the Junction Housing reception.
- Assist the General Manager to identify emerging issues and trends and, where appropriate, support implementation of management initiatives
- Contribute to organisational commitment to continuous improvement

Human Resources Management

- Provide effective supervision of direct reports
- Support and encourage direct reports to attain high levels of expertise and maximise their potential through targeted training and professional development

- Promote and apply practices that ensure fair treatment in all matters
- Accept responsibility for own and other's safety in the workplace and take appropriate remedial action when hazards are observed
- Promote a 'risk-aware culture' where staff pro-actively identify and address all forms of risk

Administration & Financial Support

Management Support

- Provide detailed coordination and maintenance of the General Manager's calendar, appointments and messages.
- Provide word processing and related services as required including reports, tenders and other documents on behalf of Senior Managers
- Ensure that deadlines are met and requests for information/action are responded to appropriately and in a timely fashion by Senior Managers
- Participate in meetings as requested and take minutes as required
- Prepare and distribute agendas, minutes and other documents for meetings

Administration Support

- Maintain appropriate files and key documents
- Maintain the various databases eg Management Database (Corporate Memory), and FOFMS and produce reports as required
- Contribute to the fulfilment of contractual compliance obligations by maintaining a schedule of reporting requirements and assist with on time lodgement of reports
- Maintain and update the Tenancy Management database as required
- Implement a range of electronic and manual administrative systems necessary for efficient operation of the Junction Housing office
- Ensure electronic data is backed up as per standard procedure
- Establish and maintain information management systems in consultation with Senior Managers
- Process invoices to facilitate timely approval by appropriate senior manager, enter into invoice systems and reconcile payments made by Finance against invoice register (as required)
- Reconcile the rent accounts each day
- Manage corporate memory and other key databases to record service agreements, funding arrangements, to ensure that corporate responsibilities are fulfilled
- Be on the lookout for growth opportunities that could increase Junction Housing's property portfolio and inform the General Manager of these opportunities

SPECIAL CONDITIONS

- A six (6) month probationary period applies
- A satisfactory criminal history assessment must be completed by SJCS prior to commencing employment. Ongoing employment with SJCS is subject to the employee maintaining a satisfactory criminal history assessment.
- In accordance with the Children's Protection Act 1993 is required to make a mandatory notification of abuse or neglect of a child under the age of 18 if there is

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a suspicion on reasonable grounds that a child has been, is being or is at risk of abuse or neglect; and the suspicion is formed in the course of the person's work or in carrying out official duties.

- The employee has read, understood and agrees to comply with the Core Values outlined on the first page of the Position Description.
- Holds a current unencumbered Australian Driver's Licence and is willing to drive.
- Willing to work occasional flexible hours to meet operational requirements.

SELECTION CRITERIA

- Demonstrated experience in providing administrative support at senior manager level in a medium size organisation - **essential**
- Intermediate level computer literacy using the Microsoft Office Suite including Word, Excel and PowerPoint and other database applications – **essential**
- Ability to work professionally and maintain strict confidentiality – **essential**
- Ability to prioritise workload, use initiative and work independently
- Experience in basic financial reconciliation or demonstrated understanding of the principles of financial reconciliation-
- Strong commitment to customer service underpinned by a working knowledge of the principles of good customer service
- Minimum typing speed of 65 wpm with 98% accuracy
- Demonstrated experience in maintaining records
- High level written communication skills, spelling and grammar
- Strong verbal communication and interpersonal skills
- Ability to work in a team environment and contribute to a positive organisational culture
- Experience managing a small administration team - **desirable**
- Experience working in an affordable housing or property industry organisation - **desirable**

Acknowledged: _____ Date: / /
Employee

Approved: _____ Date: / /
General Manager