

Position Description

TITLE OF POSITION:	ADMINISTRATION ASSISTANT
POSITION TYPE:	Fixed Term (6 months with possible permanent subject to funding)
TEAM:	Administration Team
REPORTS TO:	Office Administrator
LOCATION:	MELBOURNE CBD
DATE ESTABLISHED:	APRIL 2018

ABOUT NO TO VIOLENCE
<p>No to Violence (NTV) is the largest peak body for organisations and individuals working with men to end family violence in Australia. We also provide telephone counselling, information and referrals for men in Victoria, New South Wales and Tasmania. We are a pro-feminist organisation and we acknowledge the gendered nature of family violence. The safety of women and children is central to what we do, and their voices must be heard. We have established standards of practice for professionals and continuously ensure workers in this field have the right skills. We have been supporting callers, policy-makers and professionals for over 25 years and as a result of this, we are the “go to” organisation in this field.</p>

PURPOSE OF THE POSITION
<p>The Administration Assistant is responsible for the provision of high quality administration support to the staff of NTV and all stakeholders in achieving their objectives. This position is responsible for making a significant contribution to the effective and professional operation of the office. The Administration Assistant is the first point of contact for all enquiries including visitors to reception.</p>

KEY RESULT AREAS	
KEY AREA:	KEY ROLES AND RESPONSIBILITIES
<i>Reception and Administration</i>	<ul style="list-style-type: none"> • Welcoming visitors, managing calls, emails and mail in a timely and professional manner • Ensuring the smooth running and maintenance of the office on a day to day basis • Updating the intranet, website and contacts database • Purchasing stationery, office supplies and equipment • Coordinating internal and external events and meetings, including organising travel, accommodation, catering, venues, invitations and RSVP's • Maintaining efficient filing for the whole organisation • Preparing materials, including reports and presentations, for external and internal meetings • Providing basic training and support to staff, contractors and volunteers (if applicable) in the use of IT and telephone hardware and software • Booking meetings, draft agenda, take minutes/action items, and provide documents to meeting participants
<i>Coordination of training courses</i>	<ul style="list-style-type: none"> • Coordinating training courses delivered by NTV to participants across Australia. Activities associated with this include: <ul style="list-style-type: none"> ○ Responding to enquiries and keeping records

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KEY RESULT AREAS	
KEY AREA:	KEY ROLES AND RESPONSIBILITIES
<i>delivered by NTV to participants nationally</i>	<ul style="list-style-type: none"> ○ Booking venues, catering and travel according to the designated budget and requirements ○ Printing and collating course materials ○ Collating participant evaluations and preparing reports for the Workforce Development team ● Providing support to all teams as directed

EXPERIENCE AND QUALIFICATIONS:
<p>ESSENTIAL:</p> <ul style="list-style-type: none"> ● Demonstrated commitment and experience in providing excellent customer service via telephone, email and in person in a reception or administrative support role ● High level verbal and written communication skills with the ability to relate effectively with a range of people across all levels of the organization ● Ability to use good judgement to make decisions according to level of authority, escalating issues as needed ● High level of adaptability to changing priorities to meet the needs of the organization ● Well-developed organisation and time management skills ● High level of proficiency in the use of standard software such as the Microsoft Office suite and the use of video and teleconferencing equipment

SKILLS, KNOWLEDGE AND EXPERIENCE:	
<i>Skills</i>	<ul style="list-style-type: none"> ▪ Well-developed interpersonal skills - verbal and written ▪ Sound knowledge of general office procedures, equipment and technology ▪ A typing speed above 60 w.p.m with a high degree of accuracy ▪ Willingness to learn/adapt to new technologies and ability to troubleshoot basic IT issues ▪ Demonstrated organisational skills with high attention to detail ▪ Competency with video and teleconferencing equipment ▪ Demonstrated ability to be proactive and use initiative to streamline office administration processes ▪ Experience of preparing PowerPoint presentations
<i>Knowledge</i>	<ul style="list-style-type: none"> ▪ Prior experience in reception and / or administration roles ▪ Understanding of the need for a high degree of confidentiality ▪ Prior experience working in a not-for-profit or non-government organisation ▪ An understanding of appropriate service responses for people from Aboriginal and Torres Strait Islander, culturally and linguistically diverse communities, LGBTQI people, and people with disabilities ▪ An understanding of the gendered nature of family violence and the need for appropriate responses
<i>Attributes</i>	<ul style="list-style-type: none"> ▪ A 'no task is too small' attitude ▪ Dependable, friendly and approachable

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SKILLS, KNOWLEDGE AND EXPERIENCE:	
	<ul style="list-style-type: none">▪ Proactive and solution-focused approach▪ Ability to use good judgement to make decisions according to level of authority, escalating issues as needed▪ Enjoys being the 'go to' person for queries▪ Receptive to receiving feedback in order to continually develop and improve knowledge and skills▪ Able to work independently with minimal supervision and as part of a small team

Signature of Job Holder

Date signed