



## POSITION DESCRIPTION

Position Title: **BUSINESS SUPPORT OFFICER**

Classification: Social and Community Services Employee – Level 2

Department/Program: Administration

Report to: Office Manager

Location: 67 Sutherland Road, Armadale

Issued: 27/05/2024

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I have read, understand and accept this position description. I agree to notify my supervisor immediately of any change in my capacity to meet the requirements. I also agree to inform my supervisor if any of the following requirements change:

- driver's license status (if applicable)
- police check status & DWES status or
- the capacity to fulfil the inherent requirements of the role

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Employee's Name:

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Employee's Signature

Date:     /     /

### **SALARY**

The classification applicable to the position is Level 2 in accordance with the Social, Community, Home Care & Disability Services Industry Award 2010.

## POSITION OBJECTIVE

The Business Support Officer plays an integral role in delivering a professional and welcoming first impression to Inclusion Melbourne. The Business Support Officer will be responsible for performing reception duties, along with a variety of other administrative functions including, but not limited to, assisting with general database management, events coordination, general administrative support across the organisation, and targeted administrative support such as rostering, for our Registered Training Organisation (RTO) campuses. The Business Support Officer is also responsible for ensuring all public areas & meeting rooms are always tidy and presentable.

## Our Values

### *Integrity*

*“To consistently act on sound moral principles”*

#### **We will act with integrity by:**

- Being respectful
- Doing what we say we'll do and being open about how we do it
- Being honest about what we can and cannot achieve
- Acting in a manner that is deserving of your trust
- Having skilled, competent and professional employees

### *Potential*

*“The inherent ability or capacity for growth”*

#### **We will see the potential of all persons by:**

- Believing that everyone has the potential to keep achieving more
- Ensuring that everyone has equal opportunities for development
- Understanding that overcoming obstacles is a necessary part of the journey to success

### *Individuality*

*“A single person regarded as a unique personality, distinguished from others by special qualities”*

**We will embrace individuality by:**

- Acknowledging uniqueness and accepting differences in a non-judgemental manner
- Using a person-centred approach to meet the unique needs of each person
- Supporting people to make choices that build the lives they want
- Working with people in unique and personalised ways
- Respecting individual and family customs, practices, beliefs, traditions and heritage

***Relationships***

*“A significant connection existing between people and communities”*

**We will foster relationships by:**

- Being honest with each other
- Supporting and encouraging each other
- Connecting people with their community and nurturing new relationships
- Working together to solve problems
- Listening to each other to achieve mutual understanding
- Strongly believing that together people create better lives

**KEY RESULTS AREA – RECEPTION FUNCTION**

<b>Responsibilities</b>	<b>Duties</b>
<ul style="list-style-type: none"><li>• Manage the reception area and any associated administrative tasks, in an effective, efficient and customer service orientated manner.</li></ul>	<ul style="list-style-type: none"><li>• Enquires from all incoming visitors, team members and communications are responded to and are actioned in a timely manner.</li><li>• Managing email and phone communications, both internal and external to the organisation.</li><li>• Assist with scheduling and managing visitors to the worksite.</li><li>• Visitors' attendance book maintained.</li><li>• Assigned email inboxes checked and actioned daily.</li><li>• Maintaining the cleanliness and tidiness of the reception area, meeting rooms and shared work areas.</li><li>• Maintain stock of all promotional materials on display.</li></ul>

**KEY RESULTS AREA – ADMINISTRATION**

<b>Responsibilities</b>	<b>Duties</b>
<ul style="list-style-type: none"><li>• Provide administrative support to staff, particularly the Leadership Team and the RTO.</li></ul>	<ul style="list-style-type: none"><li>• Maintain stock of all promotional materials for use at events and expos.</li><li>• Respond to requests for assistance positively and in a timely manner.</li><li>• Coordinate &amp; maintain relevant databases and other systems.</li></ul>

### KEY RESULTS AREA – ADMINISTRATION (Continued)

Responsibilities	Duties
<ul style="list-style-type: none"> <li>Performing a range of administrative duties including data entry, rostering and other administrative tasks as directed.</li> </ul>	<ul style="list-style-type: none"> <li>Accurate entry of data.</li> <li>Brevity (CRM) is routinely updated and optimised, so software features are explored and implemented where appropriate.</li> </ul>
<ul style="list-style-type: none"> <li>Ensure RTO workforce needs are monitored and liaise with leadership or other appropriate staff, to replenish staffing resources.</li> <li>Rostering duties carried out efficiently with all appropriate parties consulted and communicated with, ensuring rosters are cost effective, and use of resources is efficient.</li> <li>Ensure accurate and timely completion of data for finance and billing purposes.</li> </ul>	<ul style="list-style-type: none"> <li>Rosters are developed in advance for each pay period and disseminated to relevant workers within agreed timeframes.</li> <li>All shifts are covered by appropriately matched staff.</li> <li>Queries on rosters are resolved promptly and daily.</li> <li>Rosters are cost effective and efficient.</li> <li>Workforce needs are regularly reviewed.</li> <li>Rostering data is accurate and up to date.</li> <li>Reduced number of queries regarding staff rosters &amp; reduced number calls from families/carers.</li> <li>Timely and accurate completion of rosters and approval of services.</li> <li>Payroll &amp; finance activities completed accurately and in accordance with agreed timeframes.</li> </ul>
<ul style="list-style-type: none"> <li>Coordinate &amp; maintain relevant databases including Training Manager, Asset Manager, Brevity and other systems.</li> <li>Effectively and efficiently use the organisation's QMS (quality management system) on SharePoint to locate and keep informed of organisational policy and procedures, forms and resources.</li> </ul>	<ul style="list-style-type: none"> <li>Relevant databases are accurately maintained, monitored and updated.</li> <li>Utilise databases to efficiently and effectively and search for policies and procedures and utilise the organisation's document management system.</li> <li>Appropriately utilise and maintain documentation on required systems and databases.</li> </ul>
<ul style="list-style-type: none"> <li>Assist with event management for meetings/events in accordance with organiser's instructions.</li> </ul>	<ul style="list-style-type: none"> <li>As directed, ensure events have been set up, and packed down in a timely manner.</li> <li>Order, and arrange event catering, or other materials or equipment required has been managed in collaboration with the relevant departmental manager or Office Manager.</li> </ul>

<ul style="list-style-type: none"> <li>• Participate and be proactive in resolving issues as they arise.</li> </ul>	<ul style="list-style-type: none"> <li>• Log and respond where appropriate to issues as they arise.</li> </ul>
<ul style="list-style-type: none"> <li>• Manage organisation's mailboxes &amp; internal and external correspondence.</li> </ul>	<ul style="list-style-type: none"> <li>• Monitored daily &amp; manage organisations mailboxes, in accordance with agreed standards &amp; timeframes.</li> </ul>
<ul style="list-style-type: none"> <li>• Maintain a working knowledge of the NDIS price guide.</li> </ul>	<ul style="list-style-type: none"> <li>• Services delivered are in accordance with agreed service items and within NDIA guidelines and in accordance with Inclusion Melbourne's policies and procedures.</li> <li>• Documentation is maintained and updated in accordance with organisational policy.</li> </ul>

#### KEY RESULTS AREA – CUSTOMER SERVICE

Responsibilities	Duties
<ul style="list-style-type: none"> <li>• Respond to all enquiries in a sensitive, supportive and professional manner.</li> <li>• Support key business functions of the organisation, ensuring a positive public image of Inclusion Melbourne is always presented.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure effective communication channels with all stakeholders, always communicating professionally.</li> <li>• Develop and maintain a strong understanding of all aspects of Inclusion Melbourne's services and communicate these to stakeholders as required.</li> <li>• Answer telephones and acknowledge all stakeholder communication promptly.</li> </ul>

- Provide high quality customer service at all times.

- Treat all clients/customers with respect and courtesy.
- Convey accurate information promptly to the correct stakeholder.
- Report any stakeholder feedback, or complaints to the supervisor

### KEY RESULTS AREA – OUR TEAM

Responsibilities	Duties
<ul style="list-style-type: none"> <li>Staff Engagement</li> </ul>	<ul style="list-style-type: none"> <li>Contribute to the recognition of opportunities for process improvement</li> </ul>
<ul style="list-style-type: none"> <li>Teamwork</li> </ul>	<ul style="list-style-type: none"> <li>Attend and participate in relevant meetings.</li> <li>Ensure positive, effective communication with all teams.</li> <li>Model high standards of teamwork.</li> <li>Openly support and respect diversity within the team.</li> <li>Proactively support other team members.</li> </ul>

### KEY RESULT AREA – Customer Experience

Responsibilities	Duties
<ul style="list-style-type: none"> <li>Demonstrates and upholds IM Values</li> </ul>	<ul style="list-style-type: none"> <li>Values of Inclusion Melbourne are incorporated into daily work practices.</li> </ul>
<ul style="list-style-type: none"> <li>Models &amp; provides excellent customer service to all stakeholders (internal and external)</li> <li>Support key business functions of the organisation ensuring a positive public image of Inclusion Melbourne is presented.</li> </ul>	<ul style="list-style-type: none"> <li>Feedback from all stakeholders is complimentary.</li> <li>Low level of complaints from all stakeholders.</li> <li>Able to articulate a comprehensive knowledge of all aspects of Inclusion Melbourne's services.</li> <li>All communication is positive and effective.</li> </ul>

### KEY RESULTS AREA – Other

Responsibilities	Duties
<ul style="list-style-type: none"> <li>Maintain and monitor a healthy and safe work environment for all stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>Ability to assess risk in the context of service delivery to a diverse range of clients, in a diverse range of settings, and the ability to implement risk mitigation strategies.</li> </ul>



<ul style="list-style-type: none"> <li>• Contribute to a workplace free from discrimination &amp; harassment.</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain and promote a workplace free from discrimination and harassment of any kind and follow the organisational grievance procedure to report any discriminatory or harassing behaviour.</li> </ul>
<ul style="list-style-type: none"> <li>• Training &amp; Development</li> </ul>	<ul style="list-style-type: none"> <li>• Attends relevant training.</li> <li>• Demonstrates positive initiative and takes opportunities to increase skills.</li> <li>• Active participation in supervision meetings.</li> <li>• Feedback is accepted in an open and receptive manner.</li> </ul>

## ORGANISATIONAL RELATIONSHIPS

<b>Reports to:</b>	Office Manager
<b>Supervision:</b>	Nil
<b>Internal Liaisons:</b>	Leadership Team Inclusion Training (RTO) All Staff Students Volunteers
<b>External Liaisons:</b>	People supported by Inclusion Melbourne, their families and/or carers National Disability Insurance Agency Non-government organisations External service providers Specialist agencies and services Members of the public Contracted professionals

## KEY SELECTION CRITERIA

### **Essential:**

- A genuine interest in, and commitment to Inclusion Melbourne's vision, mission and values of integrity, potential, individuality and relationships.
- Prior experience providing front office reception and administrative support.
- Prior experience in database management and spreadsheet documentation.
- Experience in maintaining systems, databases, in both exporting and inputting data in an accurate and efficient manner.
- Demonstrated competency in using Microsoft Office suite programs
- Rostering experience, particularly within the disability sector or equivalent.
- Proactive and solution-focused approach.
- Ability to work independently with minimal supervision and as part of a small team.
- Excellent planning, time management and organisational skills.
- Strong written and oral communication, interpersonal and customer service skills.
- Ability to manage sensitive information and maintain a high degree of confidentiality.
- Ability to interact positively with other team members, service users and other stakeholders.

### **Desirable:**

- Understanding of people with a disability and issues associated with the not-for-profit sector.
- Experience and ability to work with volunteers and community members.

- Knowledge, understanding and acceptance of the purpose of the organisation.
- Prior administration or other duties within an educational institution setting.