



Position Description & Selection Criteria

Administration Unit Manager

- TERM:** Permanent. Part-time 28 hours / 4 days per week.
- ACCOUNTABILITY:** This position is accountable to the Chief Executive Officer. (Refer to the Organisational Chart).
- DIRECT REPORTS:** One part-time Administration Officer. Occasional administration interns and volunteers. Contractors including an occasional accountant.
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1. OVERALL ROLE DESCRIPTION

The Administration Manager is responsible for the overall efficient and effective management of Council's administration and its overarching general operations including financial and human resource management, oversight of governance arrangements, general administration, office management and customer service.

The Administration Manager's role is to ensure the effective flow of information within the office; manage finance and budgets and deliver financial information and statements for reporting purposes and annual audit; oversee compliance with internal policies and legal, legislative and insurance requirements; manage recruitment and ensure adherence to Council's human resource management policies and procedures; supervise the work of the finance and administration staff, interns and/or volunteers; ensure follow up on membership and that database is up to date; oversee Council's public events e.g. AGMs; support effective governance through the efficient administration and coordination of the Board's papers including agendas, minutes and reports; and ensure that the office and its materials and equipment are provided and maintained to a high working standard.

2. SPECIFIC DUTIES

Financial Management (20%)

- 2.1. Manage project and general budgets including year-to-date actuals, cash flow forecasts, year-end-projections, and variance analyses; and provide monthly financial reports, including project and program budget reports, to the Chief Executive Director, the Board, other managers, Council's auditor, and as otherwise required
- 2.2. Prepare detailed budgets, financial or operations updates and other administration and operations-related reports as may be required for: grant applications and acquittals,

partnership and sponsorship packages; Board and associated committee updates and meetings; or for other purposes as may be required by the CEO

- 2.3. Manage the timely preparation of group certificates and clear and accurate data for the annual audit of Council's finances in collaboration with the CEO, finance staff, accountant and auditor
- 2.4. Oversee Council's bank accounts, investment options, online banking, transfers, credit cards, petty cash flow, payroll, monthly bank reconciliations and annual payment summary reports the (e.g. group certificates)
- 2.5. Establish and maintain all administrative, operations and finance-related records, filing and archival systems and contact databases with respect to all financial institutions, auditors, funding partners, donors, corporate partners, key stakeholders, government agencies, vendors and suppliers.

Compliance, Policies and Contracts (20%)

- 2.6. Develop and oversee control systems to ensure strict adherence to statutory and financial requirements and internal policies
- 2.7. Review the efficiency and currency of controls and policies and in consultation with the CEO and Managers, revise and update them as required
- 2.8. Coordinate the WH&S committee meetings to assess, identify and mitigate risks as per WHS policies
- 2.9. Manage Council's insurance requirements, including but not limited to: public liability; workers compensation; management, directors' and officers' liability; and volunteer, business property, and event insurance - ensuring that all insurance risks are mitigated
- 2.10. Manage the timely production of all statutory financial reports and all other requirements to funding bodies, the Australian Taxation Office (ATO), the Australian Charities and Not-for Profit Commission (ACNC), ASIC, Office of Fair Trading or others as required - including quarterly BAS statements, GST reporting, PAYG returns; and complete annual returns and registration and other requirements associated with Deductible Gift Recipient (DGR) status; ensure registration is maintained; and be a point of contact with statutory bodies
- 2.11. Manage an effective organisation-wide contract system, and in collaboration with other managers, oversee the delivery of all contracts and or funding agreements, including, but not limited to: staff and contractors, funding bodies, government agencies, grants, corporate partners and sponsors, venues, vendors, suppliers, and lease arrangements; and oversee all general office contracts including for telephone, IT, cleaning, garbage and recycling services
- 2.12. Maintain the registers including the Feedback, Compliments and Complaint Register and the Asset Management Register and ensure that these are accurately and regularly updated
- 2.13. Monitor compliance with all legal, legislative, industry and government policies and standards including those pertaining to risk management, WH&S, and event insurance,

and emergency procedures; and designate voluntary first aid personnel and fire marshals for Council's offices

- 2.14. Develop and maintain effective relationships with government agencies and local council staff, bankers, vendors, suppliers, auditors, partners and other external agencies.

Information systems including Membership and database (20%)

- 2.15. Maintain Council's membership records and provide the CEO and the Board with an update at least every 6 months
- 2.16. Follow up with new members ensuring that welcome packs and reminder notifications are sent in a timely manner
- 2.17. Manage Council's information systems and resources e.g. correspondence, newsletter, reports etc and ensure distribution to relevant personnel, staff and or lists
- 2.18. Review Council's database e.g. mailing and emailing lists and keep these up to date
- 2.19. Manage the central filing, storage and archives and ensure the security of documents in line with Council policies
- 2.20. Ensure that Council's library resources, printed material (eg, pamphlets and brochures) and other resources are accurately maintained and updated.
- 2.21. Maintain an up to date knowledge of Council's services, activities and projects and provide this information to the public as necessary
- 2.22. Develop quality marketing information (e.g. invitations, branding products, cards etc) as necessary and liaise with the designer, printer and other suppliers until the relevant products are completed.
- 2.23. Coordinate information posting to Council's website and social media platforms and liaise with the editor to ensure timely and accurate posts
- 2.24. In consultation with the CEO, promote Council's events, services, activities and causes as necessary
- 2.25. Ensure internal data and other records (e.g. room usage, number of visitors, number of are collected and collated regularly
- 2.26. Respond to telephone or face to face inquiries including the provision of basic information and referral to clients

Human Resources - HR (15%)

- 2.27. Manage personnel administration and the implementation of Council's human resource (HR) management policies establishing and maintaining all human resource management records relating to the employment of Council staff and contractors, including employment contracts, staff induction, wage and salary payments, salary packaging, timesheets, tax forms, superannuation, bank account set-up, leave and/or time-off-in-lieu (TOIL) accrual, computer and email accounts, security and key registry and parking, and ensure that all such matters are managed in the strictest confidence

- 2.28. Develop and manage human resource management procedures in accordance with Council's HR policies, current legislative requirements, and in accordance with industry best practice; and ensure that Council's policy manual is kept up to date and followed by all staff
- 2.29. In consultation with the CEO and/or relevant manager/s, manage the recruitment and selection of new employees, including recruitment advertising, receipt and acknowledgement of applications, interview arrangement, the preparation and issuing of employment contracts; induction of new employees; and ensure individual staff performance plans, assessment and review processes, and training and development plans are in place and that staff performance reviews are scheduled and completed in a timely manner

Staff Management (15%)

- 2.30. Supervise the work of the Administration Officer ensuring that all transactions are entered appropriately and in a timely manner, including invoicing and payments, reconciliation of creditors and debtors, payment to contractors and payroll for all staff, including salary reconciliations, superannuation contributions, and the processing of staff expense claims
- 2.31. Supervise administration staff, interns and volunteers to ensure that schedules are met and that plans and budgets are achieved efficiently and effectively
- 2.32. Conduct regular performance reviews with staff in a timely manner ensuring adherence to agreed activity plans and timelines and do so, as relevant, with input from relevant managers.

General Administration (10%)

- 2.33. Maintain Council's electronic calendar planner in general and the CEO's diary in particular
- 2.34. In collaboration with the CEO and/or relevant manager, manage the administration of staff and managers meetings, i.e. schedule dates, ensure the distribution of agendas and materials and the recording and distribution of action items
- 2.35. Participate in Managers and staff meetings, finance committee, WH&S committee, human resource management, policies and strategies and organisational development and planning meetings
- 2.36. Be the primary point of contact in the Council's office including answering and responding to general enquiries by telephone, email and post, and greeting visitors to the office
- 2.37. Manage buildings maintenance (via the landlords), post-office box registration, website domain registration, the security alarm system, telephone and IT network contracts, and storage inventory; liaise with suppliers and contractors and ensure all office equipment (computers, telephones, printers/photocopiers etc) is maintained in good working order
- 2.38. Ensure all office supplies, staff amenities, kitchen and cleaning products are provided and replenished as needed.

General

- 2.39. Work collaboratively with all staff members ensuring open and clear communication across the organisation
- 2.40. Participate in the planning and organisation of activities and events
- 2.41. Attend relevant and approved training, staff and managers meetings and planning sessions as required.
- 2.42. Provide written reports to the CEO and the Board and prepare funding related reports as necessary.
- 2.43. Perform other duties as required by the CEO.

3. POSITION REQUIREMENTS

- 3.1. Capacity and willingness to work within the ethos of Arab Council Australia
- 3.2. Current unrestricted Australian Drivers Licence and access to a car.
- 3.3. Provision of a satisfactory Police Check.
- 3.4. A current Working with Children Check.
- 3.5. Current First Aid Certificate
- 3.6. Availability to work extended hours, weekends or evenings as required.

4. SELECTION CRITERIA

4.1. Qualification and Experience

- a) A minimum of 3 years high level experience in administration including financial management, operations and compliance, human resource and general office management
- b) Demonstrated high level experience in budget preparation; bookkeeping, including the use of Excel, MYOB financial accounting software; and in audit preparation
- c) Demonstrated experience in providing a high standard secretarial and administrative support to senior executive
- d) High level computer skills in Microsoft Office including Word, Excel, Outlook, Access, Publisher and PowerPoint and experience in database management
- e) Experience in working with people from diverse backgrounds and a good understanding of issues affecting Arabic speaking background communities
- f) Relevant qualifications.

4.2. Skills and abilities

- a) High level organisational and time management skills and demonstrated problem-solving capacity and initiative, with attention to detail

- b) Demonstrated ability to multitask and a good track record of meeting targets and prioritising tasks
- c) Excellent written and verbal communication skills in English and ability to converse in Arabic
- d) Well-developed negotiation skills and the ability to liaise effectively with a wide spectrum of stakeholders (e.g. clients, government and non-government services, suppliers, and contractors etc).

5. LOCATION

In addition to a number of outreach locations, Council provides services at two main offices:

- Suite 15, 212 South Terrace (South Terrace Plaza)
Bankstown NSW 2200
- Suite 2, Level 2, 44-46 Mandarin Street
Fairfield East NSW 2165

This principal location for this position will be at Council's Fairfield East Office.

6. SALARY AND EMPLOYMENT CONDITIONS

Overall employment conditions are as per the modern Social, Community, Home Care and Disability Services Industry (SCHCADS) Award.

This position is currently offered at 28 hours/4 days per week.

Salary is paid fortnightly and is at Level 5 up to Pay Point 3 of the SCHCADS Award. 9.5 % employer superannuation contribution, travel allowance, other relevant entitlements along with some above Award conditions also apply.

Attractive Salary Packaging benefits are available.

7. HOW TO APPLY

Please send your CV and a written application (of no more than 4 pages) addressing the above position requirements and selection criteria outlining your experience and capacity to fulfill this position by the closing date on **Monday, 17 September 2018** to:

The Chief Executive Officer
Arab Council Australia Inc.
P.O. Box 1103
Bankstown NSW 1885
Or, email: info@arabcouncil.org.au
Phone: (02) 9709 4333
Fax: (02) 9709 2928