

Position Description



Position:	Property and Office Administrator
Reports To:	Operations and Property Manager
Award Classification:	Level 3 under the Social, Community, Home Care and Disability Services Industry Award 2010
Location:	Footscray VIC
Date Updated	September 2024

Organisational context

The Asylum Seeker Resource Centre (ASRC) is a leading advocacy organisation for people seeking asylum in Australia. We are a values-driven organisation that strives to be a Human Rights movement to help people seeking asylum, by providing direct services such as assistance with accommodation, food, health, education, employment and legal services. We campaign and lobby with our sector to drive law reform and policy change.

At the heart of the ASRC strategy is the people we serve, and our commitment to ensuring that their voices of lived experience are embedded in all that we do. The ASRC exists for refugees and asylum seekers, and we are in the service of this community of people. It's important that our work and focus is led by what this community needs, expects and wants from us.

About the Team

The Corporate Services team is part of the People, Place and Enablement portfolio which includes Enabling Services (Operations and Information Technology) and People and Culture.

In an ever changing operating environment a culture of continuous innovation and improvement across systems and facilities is critical to ensure the ASRC remains impactful and current - the Corporate Services facilitates and supports the delivery of key operational and strategic projects to support sustainable organisation wide outcomes.

Position Purpose

The Property and Office Administrator is responsible for providing comprehensive administrative support to ensure the efficient operation of the Footscray Centre. This role involves managing incoming communications, completing various administrative tasks accurately and promptly. Additionally the Administration Officer will act as a welcoming and

liaison point for visitors (including staff and volunteers) to the ASRC, by greeting them and facilitating their needs.

Key Accountabilities

- Serve as the first point of contact by managing incoming calls, greeting visitors (staff, volunteers, service users) and addressing enquiries in a professional and friendly manner
- Support the Operations and Property Manager in scheduling routine maintenance, emergency repairs and other property-related services
- Perform day-to-day administrative duties, such as receiving and distributing mail, overseeing deliveries, maintaining office supplies and issuing lanyards and photo identification/access cards to new employees
- Administration and management of the centre's fleet of vehicles
- Provide support to volunteers to perform their assigned tasks and manage volunteer leave requests and absences.
- Maintain the Centre Service Directory and develop the Centre Operations Manual, detailing essential protocols and supplier records.
- Supporting the wider team with other duties as needed

All ASRC people must:

- Understand and follow their responsibility to always act in a manner that supports the safety, health and wellbeing of themselves and others in the workplace.
- Centre the rights of people seeking asylum and actively working toward bringing the ASRC vision and purpose to life.
- Demonstrate the ASRC values of Collaboration, Welcome, Courage and Authenticity and demonstrate behaviours that contribute to a culturally safe, inclusive and respectful workplace.

Role Requirements

Essential Skills, Experience & Qualifications

- Proven administrative and organisational skills, with the ability to manage multiple tasks and priorities effectively.
- Strong interpersonal and communication skills, with the ability to engage and collaborate with diverse groups of people.
- Ability to work in a fast-paced environment, maintaining professionalism while balancing competing priorities
- Strong analytical and problem-solving skills, with the ability to identify and resolve issues quickly.
- Proficiency in using both Microsoft Office Suite and Google Suite tools

Desirable:

- Lived experience of seeking asylum or knowledge of challenges faced by people seeking asylum in Australia.

- Certificate III in Business Administration or similar.

Policy and screening requirements

All ASRC staff and volunteers are required to adhere to policies and procedures which aim to further culturally safe, inclusive and respectful work practices. All offers of employment are subject to satisfactory Criminal History Check and provision of a valid Working with Children Check prior to commencement.

I have read and understood and agree to perform the responsibilities outlined in this position description.

Name:

Date:
