



POSITION	Administration Assistant		
PRESENTLY REPORTING TO	Customer Service Manager	STATUS	Full Time or Part time
VISION AND STRATEGIC GOALS			
<p>Better Place Australia has a vision of <i>“An Australia where all people experience positive relationships, truly value each other and live safer, more fulfilling lives”</i>. Our purpose is <i>“To empower people to become more resilient and experience improved wellbeing to better determine their futures”</i>.</p> <p>Our organisational values are at the forefront of all interactions with our employees, our clients and our stakeholders.</p> <p>We are:</p> <ul style="list-style-type: none"> • Creative • Caring • Welcoming • Responsive; and • Thriving <p>As a community focused ‘for-purpose’ organisation with an ever-growing range of psychological and community support services, Better Place Australia is taking a leadership role in the provision of high-quality, effective services for a wide range of community groups across Victoria.</p>			
PURPOSE OF ROLE			
<p>The Administration Assistant plays a key role in supporting the smooth and effective operation of the office by providing high-quality administrative and organisational support. This role is responsible for coordinating day-to-day office activities, ensuring a well-functioning, professional, and client-focused environment.</p>			
WORK PERFORMED			
<p>Reception & Client Support</p> <ul style="list-style-type: none"> • Provide a warm, professional reception presence, including telephone duties and ensuring clients and visitors feel welcomed and supported. • Respond to general enquiries with empathy and professionalism, offering appropriate information and referrals within the scope of the role. • Assist clients with appointment scheduling and follow-up communications, prioritising responsiveness and accessibility. • Proactively address or escalate client matters to the appropriate internal contact, ensuring timely and appropriate responses. 			

Administrative Support and Data Management

- Maintain accurate and up-to-date client records in the Client Information System (currently Penelope), ensuring confidentiality and timely data entry.
- Support practitioners and team members in using administrative systems effectively, including guidance and troubleshooting where required.
- Assist with general administrative tasks such as preparing correspondence, meeting agendas, minutes, and documentation, using relevant software platforms.

Office Coordination

- Contribute to the coordination of meetings and events, including logistical arrangements and communication with attendees.
- Support day-to-day financial administration tasks, including processing and follow up of client payments, maintaining financial records, and managing petty cash as needed.
- Assist in maintaining an organised and professional office environment, including procurement of supplies, amenities, and coordination of facilities maintenance.
- Monitor and suggest improvements to administrative processes, with a focus on efficiency and client experience.

Team Collaboration and Organisational Culture

- Work collaboratively with team members across the organisation to ensure consistency and quality in administrative practices.
- Assist with onboarding, peer support, and knowledge sharing to build capacity within the team.
- Contribute to a culture of continuous improvement and adaptability, aligning administrative functions with organisational goals and evolving client needs.

Quality, Safety & Compliance

- Participate in ongoing quality improvement initiatives, identifying opportunities to enhance service delivery and administrative processes.
- Ensure strict adherence to privacy and confidentiality standards, recognising the sensitive nature of services provided, and actively work to prevent any breaches of client information.
- Support compliance with regulatory and contractual obligations, including accurate documentation and contribution to internal and external audits or reviews.
- Assist in the development and continuous improvement of operational procedures, knowledge articles, and service manuals.
- Promote and uphold workplace health and safety standards, identifying risks and supporting appropriate mitigation strategies.
- Maintain a working knowledge of relevant quality frameworks, including the QIC Health and Community Services Standards, and contribute to meeting accreditation and compliance requirements.
- Ensure compliance with Better Place Australia's Code of Conduct and related organisational policy material.

Additional Responsibilities

- Provide occasional support across other Better Place Australia locations as required.
- Perform other duties as directed, consistent with the scope and level of this role.

REQUIRED KNOWLEDGE AND EXPERIENCE

- Demonstrated commitment to child safety and evidence of active involvement in child safety activities and initiatives.
- Experience in an Office Administration role, ideally with exposure to both corporate and not for profit organisations.
- Excellent computer literacy – including detailed working knowledge of the Microsoft Office suite of products [e.g.: MS Outlook, Word, Excel, PowerPoint].
- Exposure to Customer Relationship Management (CRM) software will be well regarded

PERSONAL COMPETENCY REQUIREMENTS

- Commitment to the values, mission, and client-centred approach of Better Place Australia.
- Excellent communication, interpersonal, and customer service skills, with the ability to engage effectively with a wide range of internal and external stakeholders.
- Strong cultural sensitivity and demonstrated ability to support clients from diverse social and ethnic backgrounds.
- Ability to work both independently and collaboratively within a team, with a self-motivated and adaptable approach.
- Strong organisational and planning skills, including the ability to prioritise tasks, meet deadlines, and manage competing demands in a fast-paced environment.
- High attention to detail, reliability, and the ability to maintain accuracy under pressure.
- High level of integrity, discretion, and commitment to maintaining confidentiality at all times.

OTHER

- Current Victorian driver's licence.
- Current satisfactory National Police Check [NPC] and Working with Children Check [WWCC].

GENERAL INFORMATION

Better Place Australia is a for purpose organisation, providing services for all members of the community regardless of religion, age, gender, sexuality, lifestyle choice, cultural background or economic circumstances. We offer a workplace culture reflective of a vibrant, learning organisation where our people are highly engaged in their work and committed to making a difference. At BPA, we all have a shared responsibility for supporting a culture of inclusivity and diversity. Our organisation is committed to child safety, and we carry out police record, working with children and reference checks to ensure that we are recruiting the right people.