

JOB & PERSON SPECIFICATION

Position title	Operations Support Officer	Award	SCHADS
Division	WorkPlace	Classification	Level 3
Section	WorkPlace	Probation period	As per contract
Location	Cavan, SA	Hours per. week	As per contract
Delegated \$ authority	N/A	Position type	As per contract

Job & Person Specification approved by the CEO:

Name	Signature	Date
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Job Specification

Purpose of the Position

The Operations Support Officer supports the General Manager, WorkPlace, by assisting them in day-to-day administration tasks and liaison with peers and participants in the program to ensure daily operations run effectively and as planned.

Reporting/Working Relationships

The Operations Support Officer reports to the General Manager, WorkPlace. While this position has no direct reports or management of staff, there will be a requirement to liaise with Site Support Staff in completion of tasks directed by the General Manager.

Special Conditions and Requirements

- A current driver's licence.
- National Police Clearance must be maintained, as directed.
- Working with Children Check.
- Confidentiality regarding client and organisational information disclosure is required.
- May be required to provide services intra state on occasions.
- Some manual handling may be required of this position.
- This position is based on-site only.
- OARS Community Transitions follows the SA Government Information Sharing Guidelines (ISG) to promote the Safety and Wellbeing of Children, Young People and their Families. All OARS CT staff are required to comply with and act in accordance with ISG Policy and Guidelines.

Key Outcomes and Associated Activities

Key Activities

Administrative and General Duties

- Carry out clerical support tasks such as stationery orders, organising meetings, collating of program data, organise contractors to site, procurement of items.
- Deliver high-quality, proactive reception and operational support services.
- Ensure general office, clerical and administrative practices and systems are in place.
- Scheduling and following up of appointments and meetings.
- Maintaining filing systems electronically including data entry and associated reporting.
- Answering telephone calls promptly.
- Assisting participants to the program with day-to-day queries.
- Maintaining the site program schedule.
- Participate in room inspections, exit cleans and maintenance request required for the site.
- Participate in site compliance monitoring and reporting.
- Collation of statistical data for organisational use and assisting in the preparation of professional reports and presentations.
- Liaise with relevant stakeholders including Government departments, as directed.
- Demonstrate professional, high level interpersonal communication skills.
- Ensure the service is promoted in a positive manner to the community.
- Other duties as directed and within the scope of the role.

Work Health and Safety

- Maintain a safe work environment in accordance with the organisation's Work Health and Safety Policies and Procedures
- Undertake and maintain appropriate risk assessments for clients and activities.
- Participate in mandatory Work Health and Safety training sessions.
- Identify and report hazards in the workplace.

Essential Minimum Requirements

Essential Characteristics

Educational/Vocational Qualifications

- Relevant qualification and/or proven experience in an administration role.

Personal Abilities/Aptitude/Skills

- High level interpersonal, communication, numeracy, and literacy skills.
- Proficient in use of all Microsoft programs, particularly Word, Excel and, PowerPoint.
- Proficient database management is required.
- Administration experience supporting organisational meetings.

Experience

- Demonstrated experience in Employment Services or a related/similar industry will be highly regarded.

- Maintenance of records, data entry and quality control of information.
- Research, reporting writing, assisting with data analysis.
- Providing general office operations support.
- Working with vulnerable people.

Knowledge

- Office and administrative practices.
- Worker Health, and Safety Principles.

Desirable Characteristics

Experience

- Working with people from a range of cultures and social backgrounds.
- Project management and/or project administration.

Knowledge

- Knowledge of the criminal justice system.
- Basic understanding of Restorative Justice principles, integration and social inclusion principles.

Acknowledged by Occupant

I confirm that I understand and agree to the expectations of this role as listed in this Job Description and confirm that I have the skills and experiences to undertake these.

Name

Signature

Date