


CENTRAL COAST FAMILY SUPPORT SERVICES INC
Administration Manager POSITION DESCRIPTION
VISION STATEMENT:

Central Coast Family Support Services Inc. (CCFSS) is committed to a safe and just world in which difference is respected, learning is reciprocal and everyone has the opportunity to reach their full potential.

POSITION: Administration Manager

STATUS: 33 hours per week (flexible)

LOCATION: Kariong NSW

DATE: September 2023

OVERVIEW

Central Coast Family Support Services Inc. (CCFSS) currently delivers a broad range of services for families with children up to the age of 12 years, very young parents, grandparents raising their grandchildren and for families where a child has a diagnosed disability. The organisation also facilitates psycho educational evidenced based course work programs; case management services; small community events; educational workshops and/or training and community building activities. Outreach services are delivered across the Central Coast region.

Role Purpose

The position will work within delegated authority reporting directly to the service manager and oversee the effective business operations of CCFSS relating to the management of administration systems, communications, human resources, service co-ordination, administrative reporting and supporting staff in a diverse and agile organisation.

The administration manager is part of the leadership team, works independently and has managerial authority over a variety of functions within the organisation. This position will hire, train and evaluate administrative team members including volunteers. The position has a high level of responsibility in making decisions, as well as providing expert advice across multiple areas of the organisation. Developing, reviewing and improving business administrative systems, policies and procedures are key elements of this position.

This position oversees the smooth operation of the CCFSS office, and for supporting child and family staff in a responsive and efficient manner. This role requires a little flexibility in start/finish times each week and would suit a working parent/carer who appreciates flexibility around school holidays or other life events. The administration manager provides high-level executive support to the service

manager and CCFSS board, as well as administrative day-to-day office management. The role involves confidential, high-level information as well as engagement with government and community stakeholders. This diverse, hands-on role requires professionalism, interpersonal skills, energy and attention to detail ensuring duties are carried out with a high standard of professionalism, efficiency, and accuracy.

The administration manager is required to operate independently, as part of the CCFSS leadership team and oversees first point of contact processes for CCFSS, and will work across the organisation to build and identify and opportunities to innovate and expand on administrative systems of best practice.

Duties and responsibilities

Administrative – Manage all aspect of office operations and perform a range of administrative duties including information technology management, telephone systems, communication functions, oversight and maintenance of organisational resources, contractors and infrastructure including vehicles, office equipment, security and technological systems. Monitor the delivery of high quality administrative tasks in line with policy and processes involving operational data collection, organisational records, reporting and evaluation processes.

Coordinate CCFSS's first point of contact functions, and take responsibility for addressing complex organisational enquiries regarding the business. Prepare high-level advice and support to the leadership team as required to ensure effective communication.

Oversee administrative processes associated with organisational expenditure such as petty cash management, receipting or acquittal of funds related to office and other administrative purchases.

Coordination and Leadership - Manage a small team, including volunteers to ensure data collection, information sharing and record keeping is accurate, timely and compliant with organisational policy. Work closely with the leadership team to ensure individual project objectives are resourced whilst leading staff and teams to foster strong collegial relationships. Take responsibility for all aspects of office based WHS processes and where necessary, proactively take action to reduce risks and improve systems.

Practice Support – Facilitate a supportive office environment that keeps children, young people, families and the community at the core of all business activities. Oversee and coordinate calendar appointment bookings and ensure the physical environment remains child and family friendly. Co-ordinate office based training, skill development and procedures to best support family practitioners delivering in office programs.

Oversee and lead a busy, harmonious and productive office environment, utilising coaching and team-building processes. Oversee and take responsibility for communication functions around practitioner bookings, client reminders and associated resources for various projects. Assist families to access and navigate the service continuum. Provide guidance on how CCFSS support for children and families is provided and assist to identify opportunities for continuous quality improvement.

Project Support – Provide administrative support for the co-ordination of projects of varying scope involving resource planning, monitoring, and reporting of outputs and outcomes. Foster relationships with relevant community stakeholders in the promotion and planning of the work of CCFSS. Support project teams to deliver organisational activities and project outcomes within budget.

Human Resources – Co-ordinate and assist in recruitment and induction of new staff and volunteers. Oversee and manage CCFSS volunteers and/or student placements. Undertake all risk assessments and employment-screening processes on behalf of the organisation (working with children checks and/or criminal history checks). Support the leadership team in co-ordinating opportunities for team building, skill building. Provision of training and induction to new team members in the use of organisational record keeping, databases and information technology.

Communication – Manage the functions and efficiency of the organisation’s marketing and promotional activities. Develop and oversee the creation and dissemination of digital content production including newsletters, social media posts, website updates, flyers and all organisational advertising. Oversee internal communication strategies including staff meetings and annual reporting and facilitate communication between functions of the organisation. Liaise with key stakeholders across the Central Coast region and develop appropriate working relationships that promote the work of the organisation.

Planning and Development – Working with the leadership team, assist in the management of work plans; continuous quality improvement, risk management frameworks and compliance mechanisms to support the work of the organisation. Assist in building organisational capacity through monitoring service delivery systems, processes and practices. Identify policy and practice improvements and implement change and innovation. Ensure reporting systems and administrative reporting requirements are achieved in an accurate and timely manner. Oversee risk management reports, data reporting, and organisational reports such as Board reports, annual reporting, and program/operational reports relating to business administration functions.

Information technology – Oversee the use of organisational computers, storage, networking and other physical devices. Manage electronic infrastructure and processes to create, process, store, secure and exchange all forms of electronic data. Establish and maintain information security risks associated with the loss of confidentiality, integrity, and availability within the scope of organisational IT security management systems. Analyse and evaluate information security risks according to risk management criteria and provide day to day support for staff to troubleshoot issues as they occur.

Other key requirements – Must have own comprehensively insured vehicle and be capable of driving long distances, in all traffic and weather conditions and across different geographic locations, as required. Manage demanding and changing workloads where there may be competing priorities. Ability to work flexible days/hours where needed with occasional overnight stays (always optional). Other duties as directed.

Selection Criteria - Role Competencies

- **Strong communication:** Clearly and effectively, communicate goals, and action items to align teams with an ability to adapt and adjust to changing processes that seek improvement in business systems. Demonstrates an ability to manage, mitigate, and report against risks identified in risk reviews and risk management framework (specific to WHS and Cyber Security).
- **Problem solving skills:** Demonstrated ability to investigate issues and requirements, identify, and prioritise appropriate solutions.
- **Technical skills:** Maintaining information technology improvements, financial processes, communication strategy and data collection/recording ensuring timely, accurate and meaningful reporting is completed to assist in driving business decisions.

- **Resilience:** Demonstrate agility, flexibility, and resilience in the face of change and experience in and guiding teams to adopt these qualities.
- **Emotional intelligence:** High level of self-awareness and an understanding of how to manage recognise and influence the emotions of those around them.
- **Strategic thinking:** Ability to provide perspective, data analysis skills, and strong communication skills that displays confidence when dealing with people, with well-developed communication skills encouraging others to seek positive change.
- **Stakeholders and partnerships:** Build professional relationships with key stakeholders and staff by fostering collaborative and productive internal and external working relationships that demonstrate high standards of professional behaviour.

Qualifications and experience necessary

Essential:

1. Qualifications in the following areas: Business Administration/ Communications, or similar with at least five years relevant work experience.
2. Advanced Microsoft Software, Adobe suite packages, Wordpress.
3. Excellent organisational skills including time management and multi-tasking abilities.
4. Demonstrated ability to work independently, manage a small admin team and collaborate across service areas to meet project deliverables.
5. Excellent attention to detail takes initiative and solves problems.
6. Demonstrated experience in developing or improving internal systems, processes and administrative systems.
7. An inspiring leadership style that will motivate all stakeholders including staff, community partners, funders, and the local community more broadly, including strong skills in change management and people management.
8. Demonstrated ability to work flexibly to manage a diverse range of business communication strategies and systems.

Desirable:

9. Experience within a human services organisation
10. Understanding of the systems and administrative governance requirements of a not for profit organisation