

## OFFICE/ADMINISTRATION MANAGER

### INFORMATION PACKAGE

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Regional Development Australia – Northern Rivers (RDA-NR) seeks a competent and experienced Office/Administration Manager to support the management of this dynamic regional organisation. This is a full-time position for up to 2½ years, subject to the availability of ongoing funding.

The RDA Office/Administration Manager is a key staff support position for RDA-NR and will work closely with the CEO and RDA staff, including project staff to implement the financial, IT and administration systems. The position supports the monitoring of activities and priorities as determined by CEO and the Board to ensure alignment with strategic, operational and project plans.

#### 1. BACKGROUND

A network of 14 Regional Development Australia committees in NSW is a joint initiative of the Commonwealth and NSW Governments which commenced on 1 July 2009.

The key activities of RDA Committees are to:

- Provide advice to government about regional issues;
- Provide strategic input into National and State programs;
- Provide information to regional communities and local government on National and State government initiatives;
- Help to co-ordinate regional planning and regional development initiatives; and
- Work closely with local governments and other regional organisations.

RDA Chairs, Deputy Chairs and Board members are appointed jointly by the NSW Minister for Regional Development and the Commonwealth Parliamentary Secretary for Regional Development. The Commonwealth Department of Infrastructure, Transport, Regional Development and Local Government and Industry & Investment NSW are the agencies responsible for the administration of the committees. The RDA-NR Committee is known as the RDA-NR Board.

#### 2. ROLES AND RESPONSIBILITIES

The Office/Administration Manager plays an important role by efficiently and effectively providing confidential administrative, financial and executive support services to all RDA-NR staff and the Board. The position holder will be supervised and report directly to the CEO. This role requires a high level of flexibility, the ability to prioritise competing tasks while working unsupervised, the willingness to adapt to various situations and to remain confidential and professional at all times.

As the first point of contact for many RDA-NR inquiries, the Office/Administration Manager decides the appropriate point of referral and if relevant prioritises for staff. The position holder has regular contact with the CEO, for work prioritisation, allocation and review, and to seek guidance and receive feedback. In addition, the position holder has a high level of interaction with the general public and is responsible for providing guidance as to the relevant source of advice/assistance within RDA-NR and in other government agencies.

Whilst the Office/Administration Manager may receive support with specific problems, the position holder is expected to apply knowledge with substantial depth in some areas and a range of skills that may be varied or highly specific. Judgment and initiative are required. This position would suit an experienced administrative and financial officer with an interest in the region and its future.

The Office/Administration Manager's role is to:

- Handle information including organising correspondence, implement/ improve/ maintain information management and filing systems, faxing, photocopying, updating website data and the compilation and maintenance of databases.
- Provide communication and secretarial services such as reception duties, handling telephone enquiries, obtaining data from external sources, producing correspondence and reports, preparation of agendas and business papers, minuting meetings, identifying documents, contributing to report preparation and/or research and maintaining confidentiality.
- Process and monitor business financials including processing payroll and payment of accounts, banking, receipting of monies, preparation of financial reports (including taxation reports), documentation of costing procedures, reconciliation of accounts, invoicing and petty cash management.
- Ensure the smooth operation of all office procedures including computer, technical and human resource support functions and the provision of information or advice, and assistance with planning to match future requirements and resource allocation.
- Maintain office, administrative, technology, financial and filing systems including comprehensive databases, archiving systems, financial records, a small IT network and specific software programs.
- Finalise presentation and distribution of reports, correspondence and other written materials prepared by RDA-NR and/or its staff.
- Organisation of meetings, conferences, supplies, executive diary, travel arrangements and itineraries, documentation for meetings and personal work schedule.
- Follow up research, investigation and reporting on regional economic development issues, as required.
- Liaise with a range of external stakeholders including Government agencies and others regarding issues and projects
- Contribute to the preparation and maintenance of regional resources and other databases
- Maintaining awareness of staff locations and contact details to with contact when needed.
- Provide support in the delivery of hospitality services including booking venues, sending invitations, ordering and setting out refreshments and clearing away.
- Other executive support duties the employer reasonably requires, including supporting the implementation of projects and initiatives.
- Manage all Regional Certification functions and enquiries regarding the processing and assessment of visa applications.

At any one time the Office/Administration Manager provides support for a number of staff. Depending upon the location, team members may include the CEO, Project Officers and other specialists retained for particular programs and/or projects. Functions range from straightforward clerical support to more complex ad hoc tasks or requirements.

The key challenges facing this position include:

- Working in a high volume environment where the range of stakeholder expectations can result in competing priorities.
- Exercising initiative, self-direction, and analytical and problem-solving skills to retain focus on day to day and longer term priorities and work programs.
- Organising own work and meeting deadlines when working under considerable pressure with large volumes of work.

- Supporting a range of processes and systems to ensure State and Commonwealth contractual obligations are met.
- Supporting established and changing priorities to ensure outcomes/ results meet key performance indicators set by the Commonwealth and NSW Governments.
- Identifying and implementing initiatives to ensure the efficient use of limited time and resources.
- Supporting partners in the public and private sectors in developing new ideas and initiatives.
- Supporting appropriate sharing of knowledge about government programs with relevant stakeholders.
- Supporting improved co-ordination/ delivery of regional development programs.
- Responding to unusual/non routine requests (eg. from other staff, other government agencies/industry bodies).

#### **4. KNOWLEDGE, SKILLS AND EXPERIENCE**

The Office/Administration Manager must have the following knowledge, skills and experience:

- Sound written communication skills, including the ability to prepare detailed reports.
- Excellent face to face and telephone communication skills and the ability to deal with the general public and private sector representatives to maintain confidentiality and effectively handle telephone enquiries and take appropriate follow up action.
- Demonstrated ability to monitor and support maintenance of financial management and reporting systems, in particular MYOB.
- Ability to apply routine administrative and office management procedures in relation to purchasing, accounting and banking is necessary as is experience in office practices including file management and organising hospitality.
- Sound interpersonal and negotiation skills.
- Ability to develop and share knowledge of policy and programs in relation to regional NSW.
- Well developed organisation, project management and research skills.
- Capacity to apply RDA-NR procedures for all administrative requirements.
- Practical experience in working in a team environment. It would be preferable to have a working knowledge of supporting Boards and committees.
- Discretion in the use of commercially confidential and Government information, and awareness of political issues.
- Well developed experience in the use of computer software programs such as word processing, spreadsheets and databases.
- Demonstrated understanding of Occupational Health & Safety, the principles of Equal Employment Opportunity and the Charter of Principles for a Culturally Diverse Society.

#### **5. SELECTION CRITERIA**

Applicants' suitability for the role will be assessed using the following criteria. Applicants are required to demonstrate that they meet the following criteria as a minimum in their application.

**Applications that do not address each of the essential selection criteria will not be considered.**

##### **Essential Criteria**

1. Proven background and experience in similar positions, with a high level of administrative experience within an office environment.
2. Excellent organisational and planning skills, high level of time management and ability to prioritise and respond to changing demands in a professional manner.

3. Proven ability to work under pressure, respond quickly to requests and achieve effective results within given and at times tight time frames.
4. Demonstrated ability to administer and process accounting, banking, and other financial management systems and procedures such as reconciliations, payroll, taxation, and superannuation functions etc, including proven capacity to enter data and extract reports from MYOB.
5. Experience in using initiative with a minimum of supervision and with attention to detail.
6. Proven high level computing skills using Microsoft applications (Word, Excel, Power Point, Publisher), financial/accounting software (knowledge of MYOB is essential) and use of the Internet, including experience in trouble shooting and problem solving.
7. Well developed interpersonal, oral, written and other communication skills, including a demonstrated ability to communicate and liaise with staff and external stakeholders as required.
8. Project a personable, professional and mature image in both presentation and appearance.
9. Proven interpersonal and teamwork skills.
10. Understanding of and commitment to equal employment opportunity (EEO), ethical practice, Occupational Health & Safety and the Ethnic Affairs Priority Statement.
11. A current driver's licence.

#### **Desirable Criteria**

13. Experience in working with Boards and committees (particularly in the not for profit sector), including the preparation of reports to these bodies.
14. Capacity to assist and support project management and implementation, including demonstrated knowledge of the application of MS Project.
15. Research and information gathering skills and experience.
16. Experience in acquitting grants.

#### **6. OTHER INFORMATION**

This is a full-time position, for up to 2½ years, subject to the ongoing availability of funding. Applicants should note that the position will be based in Lismore and will require occasional travel throughout the Northern Rivers region. The total salary package will be based on the successful applicant's skills and will be in the range of \$42,000 - \$50,000 per annum plus superannuation. The position will commence in mid-January 2010.

#### **7. APPLICATIONS**

Applications close on at 9.30 am on Monday 30 November 2009 and should be emailed to:

Katrina Luckie – with Subject **RDA-NR Office/Administration Manager Application** at [ceo@rdanorthernrivers.org.au](mailto:ceo@rdanorthernrivers.org.au)

Interviews will be held on 14 December 2009.

**Applications must be submitted electronically and must include the applicant's resume/CV and a statement describing the applicant's skills and experience in relation to each of the selection criteria listed in item 5. Applications that do not address the selection criteria will not be considered.**

For further information, contact Katrina Luckie on 02 6622 4011.

