

## POSITION DESCRIPTION

### *Business Support Officer*

<b>Title</b>	Business Support Officer
<b>Award</b>	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS) plus superannuation, annual leave loading and LSL entitlement. Access to salary sacrifice.
<b>Classification, Grade &amp; Level</b>	SCHADS Award at CDW 2(a)
<b>Employment Details</b>	Full-time, permanent ongoing (1.0 / 0.8 FTE negotiable).
<b>FTE</b>	7.5-hour day Some out of hours attendance shall be required including attendance at board meetings and planning days.
<b>Position reports to</b>	Executive Officer
<b>Ordinary location(s)</b>	St Kilda; incumbents may be required to work from or be based at other PPCG sites or service delivery locations.
<b>Probation Period</b>	Appointment is subject to a 6-month probationary period
<b>Date</b>	February 2021

### ORGANISATION OVERVIEW

The Port Phillip Community Group (PPCG) is a provider of welfare and support services, community development, financial counselling, recreation, and skills development and pathways to further education and employment in the City of Port Phillip to deliver positive outcomes for individuals and communities. Operating from four main sites in the City of Port Phillip – St Kilda, East St Kilda, South Melbourne and Port Melbourne, in excess of 70 volunteers and staff work in partnership with the community to deliver positive outcomes for all members of the community.

In achieving its vision of ***a fair and just society that values all people***, PPCG uses strengths-based and community development approaches to foster improved quality of life, social inclusion and being a valued member of the community. These approaches empower individuals and communities to take control of their lives in meaningful and sustainable ways.

PPCG provides services to people from a wide range of backgrounds including, culturally and linguistically diverse, who come to us with issues that are often multiple and complex. These include physical, mental health, alcohol and other drug issues.

Every year our staff and volunteers provide thousands of food vouchers, meals, food parcels, free telephone calls and telephone cards to those in need. Rent assistance, no interest loans, travel passes, pharmacy vouchers, back-to-school support, and basic

healthcare items have helped many more. As well as these emergency material supports, PPCG also provides financial counselling, access to no interest loans, and lodging tax returns, together with thousands of referrals and advocacy to specialist agencies and answers a myriad of inquiries daily.

Around 43% of the people who seek our help are from culturally and linguistically diverse backgrounds – predominantly Russian, Somalian, Vietnamese and Chinese. Those who are vulnerable are often socially excluded. To address this we also provide a range of programs and activities for people who are socially and economically disadvantaged and often in partnership with many agencies.

PPCG is a not for profit company limited by guarantee, and is managed by a Board of Management PPCG overview including Annual Report: [www.ppcg.org.au](http://www.ppcg.org.au)

## **POSITION OVERVIEW**

The Business Support Officer (BSO) is primarily responsible for providing high level executive support to the Executive Officer (EO) and the PPCG Board of Directors.

This includes the provision and/or coordination of high-level administrative and secretarial support to the Executive Officer and Board, as well as organising meetings, minute taking, preparing reports and routine correspondence.

This position also provides cross organisational support including leading and/or supporting key projects for the organisation.

The Business Support Officer is one of a number of positions that ensure efficient and effective corporate support and service access at PPCG and works closely with the Service Access Team (Information, Referral & Support; and Service Access and Administration Support staff); and Finance Manager Finance and HR. The BSO will be required on occasion to support the Service Access Team through the provision of front of house services both on site and remotely to ensure continuity of PPCG services and equity of access to service users.

## **KEY INTERNAL AND EXTERNAL RELATIONSHIPS/STAKEHOLDERS**

- PPCG and St Kilda Legal Services (SKLS) and Disability Employment Services (DES) (both located with PPCG), staff and volunteers
- Key external stakeholders – key funders, government and community organisations and; businesses and trades related to specific projects.

## **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

### **Board of Directors' Support**

- Provide administrative and support functions to the Board and Board Committees as required including preparation of correspondence, agenda, papers and minutes for all Board and Committee meetings as well as room bookings and catering.
- Manage the PPCG Board Portal including the uploading of documents and resources.
- Create and manage the Board Work Plan.
- Attendance at Board and Board Committee meetings as required and negotiated.
- Circulate information, meeting agendas and minutes in a timely and accurate manner in

accordance with the Constitution of PPCG.

- Register Board members for training where relevant.
- In conjunction with the EO, co-ordinate the appointment process for new Directors.
- In conjunction with the EO, arrange the orientation of new Board members.
- Arrange the Annual General Meeting and any Special General Meeting and attend to advertising, set-up arrangements, agenda and minutes in accordance with the Constitution of PPCG.
- Under the direction of the officer acting as company Secretary (currently the EO), ensure compliance with the Australian charities and Not-for-profits Commission (ACNC) and the Australian Securities and Investment Commission (ASIC) regulations.

### **Support to the EO**

- Provide a full range of administrative and clerical support services including managing EO's email inbox, EO calendar filing and records managements; faxing, mail, maintenance of registers and routine databases and compilation of manuals and reports.
- Develop and administer appropriate office systems and procedures to ensure the efficient and effective operation of the executive office.
- Provide effective and appropriate information dissemination between clients, community members, staff, managers, board directors and other stakeholders as directed by the EO.
- In conjunction with the EO, develop agendas for all meetings chaired by the EO, reporting to the Board or as directed, and take minutes for such meetings as required.
- Update and maintain the Mailing Lists.
- Assist the EO to plan and organise the PPCG staff planning session(s)
- Act as the point of contact with external stakeholders and screen all incoming calls to the EO and redirect to appropriate officers for attention.
- Represent the EO professionally in all communication.
- Reconciliation of the EO's corporate credit card.
- Support the EO regarding a continuous quality improvement approach that includes receiving and utilising client feedback, incidents, and utilisation of appropriate evaluation tools, and benchmarking with other relevant services.

### **Additional Cross-Organisational Administrative Support and Projects**

- Update and maintain the Organisation's Membership register.
- Support the development and publication of the Annual Report.
- Maintain cross organisational databases.
- Review the orientation and induction materials of the organisation.
- Coordinate and develop various projects as delegated by the EO.
- Coordinate and oversee the PPCG Shared File Directory.
- Support the EO and managers regarding organisational professional development opportunities for all staff.
- Co-ordinate and manage agendas, minutes, room bookings and catering for other organisational meetings as directed.
- Support the Service Access Team through the provision of front of house services both on site and remotely to ensure continuity of PPCG services and equity of access to service users
- Support the Manager Finance and HR in the effective on-boarding of PPCG staff.

## QUALIFICATIONS

<b>Essential</b>	Minimum three years' experience in a similar role.
<b>Preferred</b>	Relevant post-graduate qualifications

## KEY SELECTION CRITERIA

<b>MANDATORY</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills with a demonstrated ability to effectively liaise with both internal members of the organisation and external agencies. Well-developed oral and written communication skills including the ability to develop press releases and publication skills of a high order.</li> <li>• The ability to work collaboratively with the executive officer, managers, the board, directors and employees of PPCG to achieve organisational goals and objectives.</li> <li>• Demonstrated organisational skills of a high order including the ability to set priorities, meet deadlines and to remain flexible to competing demands. The proven ability to apply initiative and problem-solving skills to enhance business outcomes.</li> <li>• Excellent word-processing and key board skills in addition to high level of competency in the Microsoft Office suite of products. Strong experience in the use of office equipment.</li> <li>• Strong administrative, report writing, co-ordination and project management skills with attention to detail and the demonstrated ability to undertake tasks with minimal direction.</li> <li>• Experience exercising discretion and confidentiality with sensitive company information</li> </ul>
<b>DESIRABLE</b>	<ul style="list-style-type: none"> <li>• Knowledge of services in and around the City of Port Phillip</li> <li>• First Aid Certificate</li> <li>• Valid Victorian Drivers Licence</li> </ul>
<b>PERSONAL QUALITIES</b>	<ul style="list-style-type: none"> <li>• <b>Resilience:</b> demonstrates perseverance in achieving objectives and copes effectively with setbacks and problems.</li> <li>• <b>Initiative and accountability:</b> takes responsibility for actions and proactively implements processes and systems, and addresses issues in a timely and effective manner.</li> <li>• <b>Empathy and cultural awareness:</b> demonstrates an interest in and an appreciation of a range of cultures, and actively seeks to understand and effectively address the views and issues of others.</li> <li>• <b>Continuous Quality Improvement:</b> identify continuous quality improvement opportunities and act upon when/where relevant.</li> </ul>

## **ADDITIONAL NOTES**

- All PPCG staff are employed under the *Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS)* in conjunction with the National Employment Standards (NES). The NES and the Award are not incorporated into this contract as the employer is already required to provide these terms and conditions to their employee.
- In addition, all employees of PPCG are bound by the properly approved policies and procedures of the organisation, which may be updated and/or varied from time to time.
- Up to date copies of the award, conditions of employment, policies and procedures are available on the shared electronic staff drive of PPCG.
- PPCG is committed to providing and maintaining a working environment which is safe and without risk to the health of its staff and service users. The organisation is a smoke- free workplace.
- Flexible working hours – staff may negotiate their hours of employment between 8:00am and 6:00pm, based on meeting operational needs of PPCG and its service users.

### **Offers of employment are contingent upon:**

- A successful reference check (all positions).
  - Non-adverse Criminal Record check (all positions).
  - Pre-existing injury: a full disclosure of any pre-existing injury (or injuries), illness or other health related issues that may impact the incumbent's ability to perform their role; or that may be affected by employment in this position.
  - Fitness for work medical examination (specific positions).
  - Holding and maintaining a valid 'Working with Children Check' (all positions).
  - Undertake a DHHS Disability Exclusion Worker Check (specific positions).
  - *Some roles may require candidates to undertake psychometric testing prior to appointment.*
- PPCG reserves the right to terminate your employment without notice should you be found to have engaged in serious and / or wilful misconduct.

***PPCG is an equal employment opportunity employer and is committed to attracting and retaining a diverse workforce that reflects the community we serve and in line with government policies.***

## **HOW TO APPLY**

Your application should comprise a succinct cover letter which addresses the key selection criteria, together with an up-to-date resume, and sent to Karen Sait via email - [karen@ppcg.org.au](mailto:karen@ppcg.org.au) using the subject line: **Business Support Officer Application.**

**Applications close Monday, 1 March 2021 and must include preferred FTE, preferred days of work and / or other requests, as well as an available start date.**

Prior to submitting an application, please contact Karen Sait, Executive Officer, for further information or to discuss your interest in and suitability for this role on: 03 8598 6600 or via email: [karen@ppcg.org.au](mailto:karen@ppcg.org.au)

Further information is available at [www.ppcg.org.au](http://www.ppcg.org.au)