

## **POSITION DESCRIPTION**

POSITION TITLE	: Administration Officer
REMUNERATION SCALE	: Classification Grade 2
REPORTS TO	: Vicar General
FULL TIME EQUIVALENT	: 1.0 Full Time
HOURS PER WEEK	: Thirty Seven and one half (37.5)
LOCATION	: 30 White Crescent, Campbell, Australian Capital Territory
AUTHORISED BY	: Military Ordinary of Australia (Catholic Bishop of the Australian Defence Force)
DATE	: 03 November 2017

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### **Primary Objectives**

The Administration Officer provides a wide range of general office administration support to the Bishop, the Vicar General and others appointed to the Curia of the Catholic Military Ordinariate of Australia (CMOA); it's Chaplains and Chapel secretariats; to enable them to fulfil their responsibility for providing proper administration and coordination of the work of the Catholic Diocese of the Australian Defence Force.

### **Major Accountabilities**

To be the first point of contact for visitors to the diocesan office (the Chancery) as well as for those who make contact by telephone or email; to relay telephone messages to the appropriate individuals; to direct visitors to the appropriate officers within the (CMOA).

To provide general information to and answer general queries from the public and other organisations.

To manage incoming and outgoing mail including receiving and distributing incoming mail in the morning and recording and dispatching outgoing mail in the afternoon.

To monitor visitor access into the CMOA and maintain security awareness.

To monitor and provide support for the travel requirements of the principal office holders of the CMOA, arranging travel and accommodation bookings as directed and submitting appropriate post travel documentation for acquittal of expenses. At times this may require interface with agencies in the Department of Defence.

To monitor and manage meeting requirements, telephone and video conferencing arrangements, provide catering for meetings and take and distribute minutes of meetings and follow up actions as directed.

To facilitate the involvement of part-time members of Chancery staff in the execution of their tasks.

To assist the maintenance and facilities coordinator with making arrangements for the attendance of tradespersons for repairs and maintenance as directed.

To procure stationery and office supplies as required to ensure sufficient supplies are available.

To maintain, update and distribute telephone and other electronic contact lists and details; prepare annual updates to contact details in The Official Directory of the Catholic Church in Australia.

To maintain the Chancery filing system and index, including filing and recording correspondence and other documents appropriately.

To provide hospitality to visitors to the Chancery and staff.

To provide general administrative and clerical support.

### **Organisational Environment**

The Chancery is mandated by the Diocesan Statutes to provide executive support to the permanent Diocesan Councils, the Vicar General and the Bishop; provide back office services and support to conferences and functions; and provide a coordination role for the activities of the Diocesan Curia on behalf of Bishop.

The Administration Officer is accountable to the Vicar General for the key accountabilities of this position.

### **Risk and Work Health and Safety**

Observe safe work practices in accordance with training and instruction given and report any risk to your immediate supervisor. Risks arising in the workplace may be financial, site, task or person specific or related to safety.

Comply with national work health and safety practices.

Identify, report and where appropriate, action risks/hazards in order to eliminate or mitigate against the risk recurring.

Participate in the consultative processes provided by the organisation.

### **Key Communications**

Travel and Accommodation Suppliers: to ensure that travel and accommodation requirements are met in a timely manner; and that, where necessary, these comply with Department of Defence processes and instructions.

Stationery Suppliers: to ensure that sufficient supplies are maintained on site and other supplies are ordered in a timely manner.

Catering Suppliers: to order food and beverages to ensure that catering requirements for meetings are met.

Members of Staff: to ensure that administrative tasks are completed accurately in a timely manner.

Public: to answer general questions and to forward enquiries to the appropriate person in the Curia.

### **Accountability (Independence and Influence)**

The Administration Officer will make all decisions that fall within established policies and procedures.

The Administration Officer will consult with the Vicar General before making decisions that are outside established policies and procedures.

The Administration Officer will refer all decisions to the Vicar General that are outside established policies and procedures and beyond the scope of the position. Where the Officer is uncertain they are to refer to the Vicar General for advice.

### **Job Environment**

The Administration Officer is expected to perform a mixture of repetitive and non-repetitive tasks in accordance with established procedures, guidelines and instructions. Work effectively and co-operatively with fellow staff. At times the Administrative Officer may be the sole person present in the Chancery.

### **Reasoning**

The Administration Officer is required to resolve issues within the scope of this position by applying established procedures and practices. Guidance is available to assist with resolving issues.

### **Challenges**

The work of the Administration Officer is often in response to requests from the people they support. This position will be required to manage their time in a manner that will provide timely service to their colleagues.

### **Knowledge, Skills and Experience**

Proven experience in a broad range of office duties with strong experience in working in a small team without close supervision.

Proven experience in providing a reception service to a diverse range of inquirers.

Demonstrated experience in the Microsoft Windows operating environment, Microsoft Office applications software and data manipulation skills in database and MYOB.

Good electronic, oral and written communication skills.

### **Position Impact**

The Administration Officer does not supervise another position.