



POSITION DESCRIPTION

CORPORATE SERVICES SUPPORT OFFICER

OVERVIEW

PROGRAM	Finance and Corporate Services
POSITION REPORTS TO	Corporate Services Manager
DIRECT REPORTS	Nil
IDENTIFIED POSITION	No; Aboriginal and Torres Strait Islander candidates encourage to apply
DATE PREPARED	22/01/2025
AWARD	SCHCADS 4.1

ORGANISATION CONTEXT

About

Aboriginal Housing Victoria's vision is to ensure that Aboriginal Victorians secure appropriate, affordable housing as a pathway to better lives and stronger communities.

Aboriginal Housing Victoria (AHV) is an Aboriginal¹ community organisation responsible for managing more than 1,600 rental properties for Aboriginal people living in Victoria.

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In addition to being the largest Aboriginal Registered Housing Agency in Australia, AHV is the lead agency for Victoria's Aboriginal housing and homelessness policy, *Mana-na woorn-tyeen maar-takoort*. As the housing and homeless policy lead in the Victorian Aboriginal community, AHV has responsibility to work in partnership with the Government to secure the resources and reforms to implement the policy, while we support sector development to empower Victoria's Aboriginal community to determine its chosen housing future.

AHV's housing services are targeted to those most in need of support. Through the provision of secure housing by an Aboriginal rental provider, AHV helps strengthen and maintain Aboriginal communities and cultural ties.

Values

Aboriginal cultural values underpin AHV's values. Our values provide an ethical framework within which all decisions are made, and our services are delivered. Our values guide how we relate to our clients, each other and to the Aboriginal and non-Aboriginal community.

Respect and support for Aboriginal identity and culture and for our tenants and stakeholders

Striving for excellence through leadership in Aboriginal housing and best practice service delivery

Integrity, trust and honesty in all our business activities

Collaborative relationships with our community, tenants, government and stakeholders

Kindness, compassion courtesy and dignity in our relationships with our clients, our stakeholders and with

¹ Throughout this document the term "Aboriginal" is used to refer to both Aboriginal and Torres Strait Islander people.

each other

AHV is also committed to promoting and protecting the interests and safety of children.

PROGRAM INFORMATION

Finance team support a range of strategic and operational areas including Finance, Corporate Services, Procurement, Audit, Accounts Payable/Receivable and Payroll.

PURPOSE OF THE POSITION

Reporting to the Corporate Services Manager, the Corporate Services Support Officer is a member of the Finance/Corporate Services team and is responsible for assisting with a range of corporate services functions that support the organisations effective functioning.

KEY RESPONSIBILITIES

- Be the point of contact for AHV's staff and support them with all corporate service-related enquiries and issues.
- Assist with new staff IT&T requirements, troubleshoot basic IT issues with workstation setups and device setups.
- Managing the incoming and outgoing mail, couriers and deliveries at the head office.
- Coordinate the full range of functions associated with AHV's corporate vehicles including the fleet booking system, coordinating car cleaning and servicing, the provision of E-tags for all AHV vehicles, organise the installation of security and tracking devices, follow up of accident repairs and assist with insurance claims, coordinate allocation of infringement notices and payments, issuing and maintaining logbooks, coordinating vehicle condition reports, and fuel cards.
- Organise the timely payment of corporate services related invoices via an approval workflow with the Corporate Services Manager. Assist the Finance team with ad hoc accounts payable tasks.
- Maintain an effective register and records related to contracts between AHV and suppliers or sub-contractors.
- Liaise with landlords on regional offices maintenance issues.
- Assist with organising maintenance of AHV's head office in Fitzroy North including appliances, storage solutions, cleaning of graffiti and repairs.
- Assist with the ordering of staff uniforms, stationery, cleaning supplies etc.
- Coordinate corporate functions including venue hire, catering etc. as required.
- Coordinating office equipment servicing and repairs for the head office and the regional offices.
- Project support - Assist with Corporate Services IT projects by organising meetings, minute taking, preparing project related documents and assist other projects as required.
- Perform other duties as directed by the Corporate Services Manager that fall within the expected scope of the position and as required from time to time depending on the needs of the organization.
- Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.

QUALIFICATIONS AND LICENSES

- A Diploma in Administration/Business Management/Information Technology or equivalent with experience in a varied corporate services role.
- Experience in assisting with project delivery.

- Working knowledge of IT systems, hardware and software is highly desirable.
- Victorian Driver's Licence is essential.

KEY SELECTION CRITERIA

- Awareness and appreciation of Aboriginal societies and cultures and an understanding of the issues affecting Aboriginal people in contemporary Australia and the diversity of circumstances of Aboriginal people.
- Demonstrated ability to provide a high quality and professional standard of corporate services support, including excellent organisation and time management skills.
- Knowledge of IT systems, hardware and software including the Microsoft suite of applications
- High level written and verbal communication skills
- High level customer service skills along with experience in liaising with a variety of internal and external stakeholders.
- Demonstrated ability to use initiative and apply a problem solving approach to work complexities.
- High level interpersonal skills with demonstrated capacity to work collaboratively with other staff to achieve positive outcomes.
- Strong attention to detail along with the ability to manage competing priorities, to work autonomously and under pressure and take direction and responsibility for the effective completion of work.

EMPLOYMENT CONDITIONS

- Terms and conditions of employment are as per the Contract of Employment.
- AHV is an equal opportunity workplace.
- A current National Police records check and Working with Children Check are required.
- Attend mandatory and other training as required.