



ABORIGINAL HOUSING VICTORIA

POSITION DESCRIPTION

CORPORATE SERVICES SUPPORT OFFICER

OVERVIEW

PROGRAM	Finance and Corporate Services
POSITION REPORTS TO	Corporate Services Support Officer
DIRECT REPORTS	Nil
IDENTIFIED POSITION	No
DATE PREPARED	11/07/2022
AWARD	SCHCADS 4.1

ORGANISATION CONTEXT

About

Aboriginal Housing Victoria (AHV) is an Aboriginal community organisation responsible for managing more than 1,500 rental properties for Aboriginal and/or Torres Strait Islander people living in Victoria.

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

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 worn-tyeen maar-takoort*. As the housing policy lead in the 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 landlord, 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 renters 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, renters, government and stakeholders

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

AHV is as a workplace taking active steps to stop men's violence against women and has a zero tolerance approach to violence in any form.

PROGRAM INFORMATION:

Finance team support a range of strategic and operational areas including Finance, Corporate Services, Internal 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 new staff IT setup.
- Assist with Australia post incoming and outgoing mail as required.
- Coordinate the full range of functions associated with AHV's corporate vehicles including the car pool booking system, car servicing, the provision of E-tags for all AHV vehicles, installation of security and tracking devices, follow up of accidents for repairs, coordinating infringement notices, issuing and maintaining log books and fuel cards.
- Organise the timely payment of corporate services related invoices via an approval workflow with the Corporate Services Manager.
- Maintain an effective register and records related to contracts between AHV and suppliers or sub-contractors.
- Liaise with regional office landlords for 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.
- Assist the Finance team as and when necessary.
- 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 LICENCES

- Victorian Driver's Licence is essential.
- A Diploma in Administration/Business Management or equivalent with experience in a varied corporate services role with a working knowledge of IT systems, hardware and software is highly desirable.

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.