



POSITION DESCRIPTION

CORPORATE SERVICES SUPPORT OFFICER

(Full- Time to 30.06.2021)

OVERVIEW

PROGRAM:	Strategy and Performance
POSITION REPORTS TO:	Director, Strategy and Performance
DATE PREPARED:	7 September 2020

ORGANISATION CONTEXT:

Vision

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

AHV is the first Aboriginal housing agency to be registered as a Housing Association in Victoria and it is also the largest. Our tenants are assured of access to an Aboriginal landlord and personalized and culturally sensitive services for Aboriginal people which helps to maintain and strengthen Aboriginal communities and cultural ties.

AHV provides housing to approximately 4,000 low income Aboriginal Victorians in 1,520 properties, representing 8% of the Aboriginal population. AHV manages tenancies across metropolitan and regional Victoria - Loddon Mallee (302), Gippsland (216), Hume (197), Grampians (119), Barwon (145) and the Northern (186), Southern (167), Eastern (44) and Western (144) Melbourne Metropolitan areas.

In September 2016, the Victorian Government formally announced the transfer of title of 1,448 properties that were previously managed by AHV, on behalf of the Director of Housing. The transfer of the properties to AHV, valued at approximately \$500 million is the largest to any community agency in Victoria. As the single largest financial commitment to Aboriginal Affairs in Victoria's history, it represents one of the most significant acts of self determination in Victoria. Title transfer represents significant progress toward achievement of the original ambition of AHV's founding Elders to achieve self determination and provide culturally responsive housing services.

AHV Launched the *Mana-na woom-tyeen maar-takoort* -Every Aboriginal Person Has A Home (Victorian Aboriginal Housing and Homelessness Framework) in February 2020. The Framework was developed by Aboriginal people for Aboriginal people and outlines the 10 year plan to address housing and homelessness inequity for Aboriginal people in Victoria.

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 each other

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

PROGRAM INFORMATION:

The Strategy and Performance team oversees a range of strategic and operational areas including strategic policy and advocacy, communications, Board Support, data and reporting, tenant wellbeing programs and facilities management

PURPOSE OF THE POSITION:

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

KEY RESPONSIBILITIES

- Be the main point of contact for AHV's corporate suppliers and support colleagues with all corporate service related enquiries and issues.
- Ensure all IT related risks are adequately managed alongside AHV's external IT provider including IT hardware, software, security and business continuity plan.
- Ensure AHV's medium to longer term IT requirements are planned and managed including upgrades to systems, products and hardware.
- Assist new staff with IT set up and provide a corporate services induction, including allocation and set up of mobile and laptop devices for users and procurement of new equipment when necessary
- Coordinate the full range of functions associated with AHV's corporate vehicles including leasing of cars, 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 and insurance claims, coordinating infringement notices, issuing and maintaining log books and fuel cards.
- Issue fobs, keys and alarm codes to staff and contractors. Maintain an accurate security register and liaise with AHV's head office security and CCTV provider.
- Organise the timely payment of corporate services related invoices via an approval workflow with the Director of Strategy and Performance.
- Write CEO Briefings and Executive Management Group Papers on relevant corporate services related issues
- Maintain an effective register and records related to contracts between AHV and suppliers or sub-contractors.
- Liaise with regional office landlords for maintenance and other issues, and coordinate relocation of regional staff as and when needed.
- Oversee maintenance of AHV's head office in Fitzroy North including appliances, storage solutions, cleaning of graffiti and repairs.

- Coordinate the ordering of staff uniforms, stationery, cleaning supplies, office furniture and IT hardware.
- Coordinate office cleaning arrangements, test and tag of electrical items, carpet and window cleaning as required and the servicing of leased office equipment (such as photocopiers).
- Coordinate corporate functions including venue hire, catering etc.
- Assist the Strategy and Performance team as and when necessary.
- Perform other duties as directed 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.
- Whilst a formal qualification is not essential, 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.
- Strong working 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
- AHV promotes a smoke free workplace
- A current National Police records check and Working With Children Check are required
- Attend mandatory and other training as required