



Nairm Marr Djambana Inc.
32 Nursery Avenue
Frankston, Vic 3199
03 9783 1521
ABN: 38 965 604 576

Position Description: Administrative Support Officer

Job title	Administrative Support Officer
Term	12 months
Reports to	General Manager
Work hours	38 hours per week
Classification	Social and Community Services Employee, L2 (Social, Community, Home Care and Disability Services Award 2010)
Location	32 Nursery Avenue, Frankston, Vic, 3199

About Nairm Marr Djambana

Nairm Marr Djambana is an Aboriginal Gathering Place, Neighbourhood House and Child Safe Organisation that provides culturally strengthening services, programs and activities for the First Nations community in the Frankston area. We aim to strengthen the health and wellbeing of the fast growing First Nations community and to drive strong social, economic and cultural outcomes for the community.

Our vision is for a thriving, empowered, self-determining First Nations community guided by Aboriginal ways of Knowing, Being and Doing.

About the role

The Administration Support Officer is responsible for providing high level administrative support, including management of basic booking, exceptional customer service, compliance, maintenance and statistical recording of attendance and other duties as required.

Aboriginal and Torres Strait Islander people are encouraged to apply.

Our values

All of Nairm Marr Djambana's staff are expected to be familiar with our organisational values and demonstrate commitment to these values at work (see below).



We provide a safe environment for our children, young people, community, workers and volunteers



We take a strength-based approach to supporting our children, young people and community



We do the right thing by Nairm Marr Djambana and our children, young people and community



We respect the rights of our children, young people and community, and treat everyone fairly and with dignity



We anticipate and adapt to change to achieve growth



We are honest, transparent and accountable to our children, young people and community and all of their voices are heard

Key responsibilities

Customer service	<ul style="list-style-type: none"> • Undertake welcoming, culturally safe, respectful and excellent customer service • Answer the phones, respond to emails and referrals, and contacting participants via Facebook messenger in a timely, friendly and professional manner • Supporting catering enquiries
Administrative duties	<ul style="list-style-type: none"> • Administrative support for programs and events • General housekeeping • Planning meetings and taking detailed minutes • Manage room hire bookings including set up and clean up • Manage Outlook calendar • Assisting in the preparation of regularly scheduled reports • Maintain a filing system • Build and maintain stakeholder relationships • Keep accurate and up to date contact information • Order office supplies and research new deals and suppliers • Maintain and update membership and stakeholder lists • Handle all administrative requests and queries from senior managers • Basic bookkeeping duties • Gathering and recording of statistical data • Other duties as required
Compliance	<ul style="list-style-type: none"> • Comply with organisational policies, including: <ul style="list-style-type: none"> - Child Safety and Wellbeing Policy and Child Safe Statement of Commitment (below) - Workplace Health and Safety Policy - Staff Code of Conduct • Support compliance with the Neighbourhood House Program Guidelines and service agreement. • Support compliance with relevant regulatory requirements and organisational policies and procedures • Align with our values and guiding principles • Maintain a safe and clean work environment in accordance with workplace health and safety requirements
Marketing and events	<ul style="list-style-type: none"> • Support marketing and promotional activities, including contacting community to promote events • Support planning and implementation of events
Volunteers	<ul style="list-style-type: none"> • Assist with the supervision of volunteers if required

Key Selection Criteria

Essential	
Qualifications and experience	<ul style="list-style-type: none"> • Relevant qualifications and/or equivalent experience in the community sector or in a similar role • Satisfactory police check and Working with Children Check • Valid driver's license
Skills	<ul style="list-style-type: none"> • Strong administrative skills including written and oral communication skills • Organisational skills • Time management • Customer service • Community engagement • Marketing and promotion • Proficient in social media, email, word and the internet
Highly desirable	
<ul style="list-style-type: none"> • First Aid Certificate • Experience working with Aboriginal and Torres Strait Islander communities • Willing to undertake skills development 	



Nairm Marr Djambana

Child Safe Statement of Commitment

Nairm Marr Djambana has zero tolerance for child abuse. Nairm Marr Djambana is committed to creating and maintaining a child safe environment where all children and young people are valued and protected from harm and abuse.

All children and young people who attend services, programs, events and spaces (including online) that are delivered, owned or managed by Nairm Marr Djambana, have the right to be heard and feel safe regardless of their, or their families', age, gender, race, ability, religious beliefs, sexual orientation or social background.

Nairm Marr Djambana will encourage and support Aboriginal children and young people to express their culture and enjoy their cultural rights and commits to creating culturally safe environments.

Nairm Marr Djambana will actively facilitate the voices of children and young people in our planning, the design and delivery of services, programs and events and in the management of facilities.

Nairm Marr Djambana's priority is to involve children and young people in opportunities to influence matters that affect them as active members in their community.

Nairm Marr Djambana will treat all reports of child safety concerns seriously and will actively encourage children and young people to raise such issues.

We have legal and moral obligations to contact authorities when we are worried about a child or young person's safety, which we comply with rigorously.

Our organisation is committed to assisting in the prevention of child abuse, identifying risks early and removing and reducing these risks.

We have robust recruitment policies and procedures, and we are committed to training and educating them on child abuse risks and responsibilities.

We are committed to the cultural safety of Aboriginal children and young people, the cultural safety of children from a culturally and/or linguistically diverse background and to providing a safe environment for children with a disability.

We have policies, procedures and training in place to support us to achieve these commitments.

