

# APPLICANT INFORMATION & GUIDE



Dear Applicant

Thank you for your interest in the position of Administration Support/Customer Service at Family Worker Training and Development Programme (FWT+DP) Inc.

## THE POSITION

### Administration Support/Customer Service

- **Hours:** 18 hours per week (9.30 to 2.30, Mon to Thur)
- **Permanent Part time:** Subject to funding
- **Award:** SCHADS Award, Level 3

The Admin Support/Customer Service Officer is the first point of contact for our customers, and provides a range of administrative tasks to support the efficient functioning of our small but busy office. The position reports to our Financial Administrator, and is pivotal to the on-going success of what we do.

## SELECTION CRITERIA

The ideal candidate will be self-motivated and able to work autonomously. You will be trustworthy and competent in prioritising tasks, and have excellent oral and written communication skills, and advanced computer skills. You will be comfortable dealing with customers and carrying out administrative duties with accuracy and speed, ensuring office operations are efficient and add maximum value to our organisation.

### Essential

- Demonstrated experience in a similar role
- Excellent organisational and communications skills
- Exceptional Microsoft Office skills and experience
- Knowledge of basic financial processes (using MYOB)
- Proactive with a strong work ethic and proven time management skills
- Demonstrated aptitude to 'work smart' in a busy office setting
- Creative problem solving, time management and organisation skills
- Able to work independently with a high degree of accuracy and attention to detail
- Current Driver's License

### Desirable

- Experience in or an understanding of Professional Development/Adult Education and Training
- Experience in or an understanding of the community services sector
- Experience in or an understanding of even management

**Candidates who are Aboriginal and Torres Strait Islander or from a culturally and linguistically diverse background are encouraged to apply.**

## DUTIES AND RESPONSIBILITIES

- Be front-of-house and first point of contact for all customers, visitors, telephone calls and correspondence;
- Support the Financial Administrator with day-to-day transactions, expenses and invoice processing;

- Support the Leadership Team with executive assistant level tasks and operational improvement projects;
- Ensure accurate and timely data entry;
- Maintain, replenish and anticipate procurement of all office supplies and equipment;
- Support knowledge and documentation management across the organisation, and
- Ensure all facilities are maintained to set a high standard for cleanliness, service and workplace health and safety

## **THE ORGANISATION**

FWT+DP is a non-government, not for profit organisation that supports the learning and development needs of people working with families in Western Sydney. FWT+DP prides itself on delivering quality training and development based on principles of best practice and the current evidence base relating to work with children and families.

In meeting its commitments FWT+DP also strives to create and maintain an environment for ongoing internal learning and growth. As such FWT+DP describes itself as a 'learning organisation' where learning is recognised as a core aspect of all levels of organisation functioning and operation. In essence, we set out to 'notice', more consciously, what we are doing, and what is happening for workers coming to our training and the sector as a whole as a result of our efforts. This involves an ongoing cycle of looking, listening, testing out new ideas with more looking and more listening.

### **We currently manage multiple learning & development projects including:**

- Aboriginal Child & Family Support Strategy (ACYFS) Learning & Development Project
- Community Builders Training & Development Project (NSW FaCS)
- Families NSW Learning & Development Projects Nepean
- Families NSW Learning & Development Projects Cumberland/Prospect
- Families NSW Triple P Practitioner Support Project
- Communities for Children (Mt Druitt) Aboriginal Cross-Cultural Competence Capacity Building Project

### **FWT+DP Core Values**

We strive to make a difference in the following ways:

- Increased capacity in strengths based practice
- Increased knowledge in evidence base
- Increased knowledge in topic (by achieving learning goals)
- Increased confidence to apply knowledge
- Increased capacity for reflective/conscious work practice
- Increased knowledge and capacity for inclusive and collaborative practice

### **Cultural respect**

FWT+DP has grown to recognise the critical importance for workers and the sector as a whole to deliver informed, inclusive and respectful services to families from all cultures. As such we are committed to providing both cultural competence training and embedding cultural diversity into all general training programs.

### **Reconciliation**

Critical to FWT+DP's role is to model and lead best practice thinking and action in relation to building and maintaining cross-cultural understanding and relationships based on genuine respect with Aboriginal workers, families and communities. This work is supported through the development and maintenance of a Reconciliation Action Plan. FWT+DP also extend its commitment to maintaining cross-cultural integrity by ensuring diverse cultures and communities of all kinds are well represented and supported through the activities and services we deliver.

FWT+DP aims to incorporate strategies to address fairness, justice and equality. It is our aim that the perspectives and needs of Aboriginal and Torres Strait Islander peoples will become an integral part of everyday business of our organisation and that of all family and community services across Western Sydney. In bringing this vision to life we are joining the growing number of Australians who seek to bring lasting positive change, equity and healing for Aboriginal and Torres Strait Islander peoples in this and future generations.

Towards this aim we hope to inspire, encourage and support services to pursue reconciliation by:

- making their own commitment to building respectful relationships with Aboriginal and Torres Strait Islander families and communities.
- providing services that are culturally relevant, inclusive and appropriate.
- providing sustainable opportunities that will work towards closing the social, economic and health gap between Aboriginal and Torres Strait Islander peoples and the broader Australian community.

### **Cultural Support**

Family Worker Training is committed to providing culturally sensitive and relevant learning & development opportunities to Aboriginal workers in our sector. This includes employing Aboriginal project workers for identified positions to support the project outcomes and continue to build our own internal cultural competence and understandings. We provide internal mentoring and on the job training support as well as external cultural support and the opportunity for ongoing involvement in monthly 'Koori Yarn Up Sessions' with other Aboriginal workers.

### **HOW TO APPLY**

**Forward a copy of your recent resume (including referee details) and a cover letter addressing how you meet the selection criteria (including any relevant qualifications) by COB 21<sup>st</sup> July 2017 to:**

**[kerryp@fwtdp.org.au](mailto:kerryp@fwtdp.org.au)**

### **Your Resume:**

This should outline your previous work history in chronological order starting from your most recent position, together with a brief description of the duties associated with the positions you have held. It should also outline your education and training and be no longer than 3-4 pages.

### **Your Referees:**

Please provide the name and phone number of two (2) professional referees who can comment on your work skills. One must be a recent supervisor. Make sure you give us their current contact information and let them know we may be contacting them.

### **Your Application:**

- ☑ Do a cover page giving us your full name (and preferred name if different), postal address, contact phone numbers (for business hours and after hours)
- ☑ Briefly tell us why you are interested in this job and give us a response to each **Selection Criteria**.
- ☑ Do a separate heading for each Selection Criteria and tell us about any relevant work experience, qualifications, skills and/or knowledge you have that are relevant to this position.
- ☑ Remember to tell us about both direct experience/skills (ie: from the same types of work) as well as experience and experience you may have gained from other places.
- ☑ It is good to give specific examples of what you know, where you learnt it and to give concrete examples of how you have applied it in the past (eg: where and how you've used these skills before)

The following **do's** and **don'ts** may be helpful:

#### **DO**

- Be concise, clear, relevant and accurate
- Organise your application in an easy to follow format
- Provide specific comments and examples against each selection criterion (the more recent the information, the better)
- If providing photocopies make sure they are clear/easy to read

#### **DON'T**

- Don't repeat the same information over and over – even if your work experience comes from the same place - give different examples that show how you meet each selection criteria
- Don't provide lots of detail about duties performed many years ago and/or not relevant to the position you are applying for
- Don't submit a very long application (relevant and brief is best)

#### **Make sure you give us the following:**

- Details of where and when we can contact you
- A written application covering each selection criteria
- A copy of your resume (including 2 referees)

#### **Still not sure if you want to apply?**

If you have any questions or would like to talk a bit more about this job before applying – please feel free to call us. Call 9620 6172 and ask for Kerry (Monday to Thursday).

**Good luck – we look forward to meeting you!**

## **JOB DESCRIPTION: Administration Support/Customer Service**

### **Organisational Relationships:**

**Reports to:** Financial Administrator  
**Internal Liaisons:** All Staff, including organisational executive team  
**External Liaisons:** All Customers (telephone and online)

### **Key Objective:**

To provide and assist all staff at Family Worker Training + Development Programme Inc. with administrative support and customer service.

### **DUTIES AND RESPONSIBILITIES:**

#### **1. Administrative Support**

- Liaise with all staff in providing professional and administration support;
- Attend to incoming mail and banking as required;
- Undertake basic financial functions including payment requisitions and basic data entry on the MYOB system including payment processing, bank reconciliations, receipting payments and filing of accounts paid;
- Support knowledge and documentation management across the organisation;
- Prepare stationery orders, purchase necessary office supplies and consumables when required;
- Provide typing, data entry and general administrative assistance (e.g. photocopying, maintenance of files);
- Ensure all facilities are maintained to set a high standard for cleanliness, service and workplace health and safety, and
- Support the Leadership Team with executive assistant level tasks and operational improvement projects

#### **2. Customer Service**

- Be front-of-house and first point of contact for all customers, visitors, calls and correspondence
- Take incoming phone calls, forward to the appropriate person, take messages as required and provide follow up where necessary
- Respond to general enquiries from training participants and the sector
- Ensure a positive customer experience at every point of contact

### **General responsibilities include:**

- Be aware of and work within the FWT+DP service mission, policies & philosophy;
- Foster respect and support among co-workers and work as part of a team;
- Participate in staff training, reviews, evaluations, meetings and in-service activities;
- Take personal responsibility for self-assessment of training needs/development;
- Participate in in-service evaluation and development, and supervision;
- Take responsibility for personal/professional self-care;
- Promote the service in the community and with other agencies & organisations;
- Carry out related record-keeping administration tasks work, worker time sheets, reports and other correspondence/paperwork related to this position;
- Exercise any other authority which may be delegated from time to time with due care and professionalism, maintaining an awareness of agency expectations and standards at all times;
- As an employee, be responsible under the Worker Health and Safety Act for the health and safety of everyone you deal with during employment activities, and report all hazards and injuries through the normal process as per relevant policies and procedures. Follow safe work practices and rules;
- Assist the preparation of agenda, minutes and written reports when requested, and
- Attend staff meetings, training and other activities as directed by the C.E.O.