

POSITION DESCRIPTION

Position Title:	Office Manager
Department:	Operations
Immediate Manager:	CEO
Manager One Removed:	Not Applicable

The Organisation

Possability is a state-wide Tasmanian non-profit organisation, providing a range of quality individual and flexible support options, supported accommodation, respite and intensive support for people with disability.

Our vision is to empower people with additional needs to achieve their vision of a good life by delivering excellence in support.

Possability is committed to providing a quality service designed to be responsive and flexible to individual needs. We do this by removing barriers, increasing options, developing skills and lobbying for change to enable people to achieve their personal goals and achieve their vision of a good life.

Position Purpose

The purpose of this role is to:

- Provide professional administrative and secretarial support to the CEO;
- Manage the effective provisions of quality and responsive reception and administration services for the South office, including the management of administration/reception employees; and
- Develop and foster effective working relationships with the executive team, members of the board and external stakeholders.

Operating Context

The role will provide leadership and exercise managerial responsibility, under limited direction from senior employees or management, in all areas of accountability. The role will set and mutually agree priorities and monitor work flow in the areas of responsibility.

Autonomy

The role has the autonomy within the role's key accountabilities and will be required to exercise initiative and professional judgment where practices and direction are not clearly defined. Any issues falling outside these areas are to be referred to the employee's manager.

Role Accountabilities

1. Provide confidential, high quality pro-active administrative and secretarial support to the CEO, including the organisation of day to day tasks and diary management
2. Manage, create and edit all required documents including correspondence, board papers, presentations and reports
3. Manage the coordination of board and executive meetings, including the distribution of papers and minute taking where appropriate
4. Manage the coordination of board and executive functions and events
5. Provide effective and efficient liaison between management and the Board
6. Manage the confidentiality of all information relating to Board and Executive team matters
7. Manage the efficient delivery of administration and reception support in the central office area, ensuring a high degree of organisational skills, judgment, initiative, confidentiality and sensitivity in the performance of work from this team
8. Liaise with preferred suppliers and manage the coordination of travel, accommodation, and car hire
9. Manage the logging of IT issues and oversight timely IT response times from outsourced IT provider
10. Manage the meeting room bookings, car park bookings and catering on behalf of the organisation
11. Manage the ordering of stationery and cleaning supplies, coordinate mail and in-coming faxes and ensure that office equipment and facilities are maintained in a fully operational manner
12. Maintain Petty Cash in conjunction with Finance Officer
13. In partnership with the Practice Development Team and Team Leaders manage and maintain client filing system including the creation of client files and archiving of same when clients leave the Service
14. Provide assistance to the Out Of Home Care Team Leader to facilitate and maintain client monies and grocery cards
15. Provide assistance to the Regional Manager with Team Leader Monthly KPIs such as checking finances and performing spot checks as requested
16. Manage the provision of administrative support to the management and office team as and where required
17. Manage and maintain the Tasmanian Disability Services National Minimum Data set (NMDS) Client statistical return on a quarterly basis
18. Identify, recommend and implement improvement initiatives for administration functions of South office that align with the organisational quality assurance system
19. Undertake project work as directed
20. Manage and oversee the delivery of quality administrative support services to visiting specialists and their clients, including organising and maintaining appointment registers, formulating correspondence as required and collating and communicating reports in a timely manner.

Generic Accountabilities – All Managers

1. Lead and develop a high performance team aligned with Possability's strategic direction and goals.
2. Establish appropriate KPIs for the team and monitor group and individual performance against them.
3. Conduct team meetings at which progress against KPIs is monitored and discussed.

Generic Accountabilities – All Employees

To provide clients with high quality support that addresses individual needs and enhanced independence, abilities, community participation and/or quality of life all employees are expected to:

1. To demonstrate consideration, understanding and respect for clients and their families at all times in all interactions.
2. Ensure personal and team contribution support overall team effectiveness by demonstrating a high level of commitment and efficient follow through of any tasks until completion or as otherwise agreed with the CEO.
3. Monitor and report performance against KPIs and take corrective action as required.
4. Consult and collaborate with colleagues, managers and subject matters experts (internally and externally) to ensure the best possible outcomes for Possability.
5. Provide a safe working environment within your area of responsibility, actively participating in and supporting a 'safety first' business culture.
6. Ensure compliance with Statutory and Regulatory requirements, and Possability policies, processes and procedures.
7. Emulate and encourage others to adhere to, Possability's values in all work related activities.

Role Dimensions

This position manages:	Southern Administration and Reception team
Expenditure Authority:	As per policy
Expense Budget:	As per policy
Revenue Budget:	As per policy
Assets under control:	As per policy

Key Performance Indicators

- To be agreed with the role's manager on a regular and systematic basis.

To be agreed with the direct manager. Relationships

Internal	External
Possability Executive Team	Client, families and Guardians
Possability Management Team	Industry Agencies
Possability Coordinators/Team Leaders	Suppliers
Possability Practice Development	
Possability State-wide staff	

Possability

Selection Criteria	
Essential Qualifications and Experience	Certificate IV / Diploma in Business Management or substantial industry relevant experience
Level of Expertise	- Highly developed ICT literacy and competency in all applicable MSOffice products, including the demonstrated ability to quickly learn and apply new systems to achieve outcomes - Well developed interpersonal, verbal and written communication skills – including negotiation, consulting and mediation skills - Demonstrated ability to set priorities, demonstrate effective time management skills and meet deadlines, be self-motivated, demonstrate initiative and multi-task in a busy office environment - Demonstrated ability to work independently and in an office team environment - Demonstrated ability to interpret and apply organisational policies and procedures in keeping with the Disability Service Standards and in support of quality assurance obligations - Demonstrated understanding of and commitment to the principal of quality improvement - Demonstrated ability to deliver effective service within defined budgetary constraints
Behaviours	- Emulating Values – demonstrates, through behaviour, an alignment to and an understanding of Possability's values and the criticality of those values to Possability's ongoing success. - Confidentiality – applies the highest level of confidentiality, understanding that confidentiality is an imperative for clients, their families, fellow employees and Possability. - Analytical Thinking and Data Analysis – understands the operating environment and makes decisions based on fact-based analysis. - Adapting to and Leading Change – seeks opportunities to transform the business by supporting others through the change process. - Commercial Thinking – practically applies technical/functional expertise and challenges the status quo in contributing to business success. - Formulating Concepts – demonstrates short to medium term visioning and develops a plan to achieve the vision. - Delivering Results – efficient follow through of any tasks to completion or as otherwise determined by the direct supervisor or designated employee. - Exercising initiative and/or judgement – able to exercise initiative and/or judgement within scope of accountabilities, policy, procedures and/or guidelines to find positive solutions in response to identified needs.

Other Requirements

- Current unrestricted Tasmanian driver's license
- State-wide travel as required to meet business needs
- Provision of a satisfactory National Police Check
- Provision of a satisfactory pre-employment medical report

Possability Values

All of Possability's "ways of working" flow from the following values.

Humanity: Human rights and dignity underpin all our decisions and actions. We believe that every individual has the potential to grow and the right to determine how their life will be lived.

Possability

Innovation: Driven by our commitment to excellence, we are continually learning, taking on new challenges, and constantly finding ways to excel in the dynamic world we operate in.

Accountability: We know where we are heading and why. By being efficient, effective and persistent we find ways to make things possible and deliver results.

Honour: We take pride in our work, are true to our word, honour our commitments and treat our colleagues and clients with integrity and respect.

Version Control		
Version	Effective from	Comments
001	November 2015	Drafted by Quality, Compliance and Project Coordinator
002	February 2016	Modified template for Office Manager (South) Position
003	March 2016	Drafted by People and Culture Manager – Final version