



## **ZIG ZAG YOUNG WOMEN'S RESOURCE CENTRE INC**

### **Operations and Administrative Support Worker**

#### **POSITION DESCRIPTION**

**Position Title and Program Designation:** Operations and Administrative Support Worker  
**Status:** Part Time, Permanent  
**Work Hours:** 48 hours per fortnight  
**Pay Award and Classification:** SCHADS Award Level 4 – 5 (negotiable)

Although there is some flexibility in working hours, it is expected that as far as possible this position will be worked 8 hours per day, 6 days per fortnight, covering the service hours of 9.00am-5.00pm. Specific start and finish times and workdays (Monday to Friday) will be negotiated with the CEO, with reference to the employee's needs, the needs of the Program team, and the wider organisation. This position may occasionally require some after-hours or weekend work, as directed by the CEO and/or Management Committee.

#### **FUNDING**

This position is contingent of recurrent funding from the Queensland Department of Justice and Attorney General and the Department of Housing. Should funding be discontinued employees of the service will be advised with as much notice as possible and obligations under the relevant Award/Agreement/legislation fulfilled. The continuation of this contract position will be contingent on receiving recurrent funding for these services.

#### **REPORTING AND ACCOUNTABILITY**

This position is directly accountable to the Operations Manager, and indirectly to the CEO, and Zig Zag Management Committee. All employees are expected to engage in supervisory processes and to be accountable for all aspects of their work at Zig Zag.

#### **CENTRE SUPPORT TEAM OBJECTIVE**

The Centre Support Team works collaboratively and supportively with the CEO, Operations Manager, and Chief Finance Officer (CFO) to resource a work environment that is supportive of direct service delivery functions, and that administers resources in a manner that is efficient, effective and accountable. The Centre Support team achieves this through supportive and valuing approaches to human resource management, efficient management of administration resources, effective and safe storage of organisational data and records, implementation of financial processes that reflect a high level of transparency and accountability and supporting and resourcing the Management Committee in their governance role.

## **POSITION OBJECTIVE**

The **Operations and Administrative Support Worker** is primarily responsible for maintaining compliance and administrative integrity, and for ensuring that Zig Zag maintains a high standard of accountability and a high standard of effectiveness in all areas of organisational support. The ultimate objective of the position is to support an organisational environment that assists workers to meet the needs of young people in a manner that supports the organisation's aims and values. This position will be required to undertake work across Zig Zag's service sites.

All employees are required to work within the bounds set by the Zig Zag mission statement, philosophy, and practice framework. All employees are required to implement and adhere to the guidance provided by Zig Zag policy and procedures. This involves a commitment to:

- utilising intersectional feminist and social justice principles in practice;
- working within a self-management framework;
- actively contributing to teamwork and team care;
- utilising collaborative decision-making processes, which requires a high degree of participation, communication, and personal responsibility; and
- utilising consultative and transparent processes.

## **PRIMARY DUTIES:**

### **1. Zig Zag's administration functions**

- General administration duties including administration phone support, general enquiry response including email and website orders, general office supplies.
- Maintain general office filing systems, ensuring currency, security, and confidentiality of information, including organisational records, client and staff records, and governance records.
- Organise building and resource maintenance and equipment (responsive and cyclical), WHS coordination, motor vehicle maintenance, IT equipment, keys, and other general office maintenance, in coordination with the Operations Manager.
- Provide administration orientation and induction when required to new workers, students, volunteers, and contractors, in coordination with the Operations Manager.
- Contribute to the development and maintain organisational systems, policies, procedures, and processes, in coordination with the Operations Manager.
- Support in the drafting of small grant funding submission and acquittals, in consultation with the Operations Manager.
- Maintain Organisational Membership Register, including annual Membership Drive.
- Other duties that may be directed from time to time by the CEO, Operations Manager, and CFO.

## **2. Organisational resources**

- Monitoring and maintaining the resource ordering system and fulfilling orders.
- Monitor the supply of Zig Zag pamphlets, posters, resources and other general organisational publications, in consultation with teams.
- Maintaining planned updates to Zig Zag's website.

## **3. Financial Administration**

- Preparing general and organisational accounts for payment, in consultation with the CFO.

## **4. Project Assistance**

- Contribute to the implementation of special projects and organisational events to support the achievements of organisational strategic and operational objectives, in coordination with the Operations Manager, for example renovation projects and major organisational events.

## **5. Governance, Risk and Compliance**

- Support governance, legal, and compliance document management, ensuring adherence to the Human Services Quality Framework (HSQF), service agreements and all relevant legislation and guidelines.
- Coordinate annual compliance training, in consultation with the Operations Manager for example First Aid training.
- Assist in the preparation of executive administrative tasks for the Management Committee, including annual reporting and event planning for example Annual General Meeting in consultation with the Operations Manager.

## **6. Organisational and team participation.**

Zig Zag is an intersectional feminist organisation that uses collaborative decision-making processes. Many operational and service delivery-related decisions are made within the Zig Zag Centre Support team and the wider staff team. The **Operations and Administrative Support Worker** requires a high degree of skill in collaborative decision making and will be accountable to the relevant teams for decisions made.

Each team member is expected to foster and maintain a supportive and open team environment through the consistent use of open and respectful communication. The following list identifies tasks that the **Operations and Administrative Support Worker** is expected to participate in with respect to the general operations of the organisation.

### **Organisational Participation at Zig Zag**

- Prioritise participation in staff meetings and whole of staff group supervision.
- Actively participate in accessing internal supervision and support, and external supervision as required/appropriate.
- Represent Zig Zag and its programs appropriately and professionally to the community.
- Advocate on behalf of Zig Zag as determined by the staff and/or Management Committee.
- Provide input into organisational systems and policy development as resources allow and if requested.
- Participate in organisational planning, review, and evaluation, including strategic and operational planning.
- Where possible and appropriate, be actively involved in project development including the acquisition of funds.

### **Participation in Centre Support Team**

- Regular review and development of organisational systems, and policies and procedures directly related to the Centre Support functions of Zig Zag.
- Actively participate in team decision-making processes, including team meetings and team group supervision.
- Actively embracing a team culture that is supportive, accountable, transparent, and self-reflective, and which supports a high level of ethical practice.
- Development of collaborative, purposeful, and respectful relationships with workers.
- Attendance at relevant training as negotiated within the team and with your supervisor.
- Participation in the evaluation and documentation of the work undertaken.
- Undertake the administration responsibilities relevant to your role within the organisation.

## **ESSENTIAL REQUIREMENTS**

- Minimum 2 years business and/or administration experience, ideally within the community services sector.
- Current 'C' class driver's license.
- Possession of a current Working with Children Blue Card.
- High level of computer literacy, including working knowledge of standard Microsoft Office 365 suite + systems, experience in Xero advantageous.

## **KEY SELECTION CRITERIA**

1. Highly demonstrated knowledge, skills, and experience in the development of general and executive administrative systems and services, and the management of organisational records and compliance registers used within community-based organisations.
2. Demonstrated knowledge, skills, and experience in building and resource maintenance (responsive and cyclical), Work Health Safety coordination, motor vehicle maintenance, IT equipment, keys, and other general office maintenance.
3. Demonstrated high level interpersonal communication skills, including the ability to appropriately engage with a diverse cohort of young people; provide administration orientation and induction to new workers, students, volunteers and contractors.
4. Demonstrated knowledge, skills and experience in the drafting of small grant funding submissions and acquittals, project management, and organisation of special events to support the achievement of organisational strategic and operational objectives.
5. A sound understanding, or a clear commitment to achieving a sound understanding, of a diverse range of issues relevant to young women and gender diverse young people from diverse backgrounds who may be affected by sexual assault and/or homelessness.
6. Excellent time management, administrative, and organisational planning skills and initiative applied to work responsibilities. An ability to work flexibly, autonomously and to actively participate in collaborative decision-making processes.
7. Demonstrated knowledge, experience and skills with Microsoft Office 365 suite (particularly Outlook, Word, Excel) + systems, experience in Xero advantageous.