

Position Description	
Position Title:	Administrative Support Officer
Team:	Housing & Homelessness
Employment Status	Fixed Term, Part Time – 1 day a week.
Primary location	Wellington Street, Collingwood

About Unison

Unison provides a diverse range of housing services in Victoria, including social housing, affordable housing, transitional housing and owners corporation services.

We believe that affordable housing is the foundation on which to build a life of value, but that a good life takes more than just housing. A good life takes place in a community.

We provide affordable housing, and work to reduce disadvantage and social exclusion for people who have previously been homeless, by helping to create communities around them. Unison assists over 3,500 people each year who are homeless or at risk of homelessness.

Unison is proud to be an Equal Employment Opportunity (EEO) employer. We are committed to the safety of both our clients and staff and engaging in a diverse workforce. Unison encourages individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTIQ+ communities to join our workforce.

Vision

Communities that thrive.

Mission

Collaborate to create vibrant, sustainable communities that meet the needs of renters, owners and people who are homeless, by developing, managing and providing access to affordable housing.

Organisation values

Unison is a values-based organisation and seeks to cultivate a culture founded on quality of service delivery, responsiveness, collaboration and respect for others. It is an environment that requires all team members to maintain high standards of work in line with our Values.

PEOPLE

We put the customer at the heart of what we do, we value each other and welcome diversity.

RESPECT

We are respectful of all and welcome open and honest discussion.

POSITIVITY

We have a positive and dynamic approach to our work. We embrace change, learn from our mistakes and seek to find solutions.

ACCOUNTABILITY

We do what we say we will do.

Position Objectives

The Administration Support Officer will support the Kensington team in carrying-out the following:

- Front office reception
- Office management
- Administrative support
- Records management
- Tenancy Related Administration Tasks

Key Accountabilities

Reception

- Answering and distributing incoming phone calls quickly and efficiently
- Greeting visitors to the office
- Management and processing of all correspondence
- Daily collection of mail, recording and distributing
- Monitoring whereabouts of team members
- Co-ordinating functions of the telephone system, photocopier, fax and all other office equipment. This includes trouble shooting and organising ongoing repair and maintenance.
- Liaison with external IT provider when issues cannot be resolved internally
- Maintaining tidiness and organisation of reception area, interview room & stationery area
- Providing the first response to tenant vacates
- Managing keys, including electronic key system and providing keys to tenants/contractors

Administration

- Providing administrative support to Team leaders and Management
- Managing Unison vehicle maintenance and mobile phones, including maintenance.
- Responding to requests for housing and assessing initial eligibility
- Managing and ordering stationery, office and kitchen/bathroom supplies
- Monitoring and reconciling petty cash
- Filing and Records Management
- Daily banking
- Creating and maintaining kitchen rosters
- Check and distribute general Unison emails (where necessary)
- Updating all administrative lists as required
- Collating sign up kits
- Data entry and maintaining databases
- Minute taking for relevant meetings
- Ordering brochures & maintaining tenant information resources

And any other duties as directed.

Key Selection Criteria

Qualifications & Experience	<ul style="list-style-type: none"> • 3 to 5 years' experience in a similar role • Demonstrated high level of computer literacy in the use of Microsoft programs including Outlook, Word and Excel • Knowledge and understanding of Residential Tenancies Act • Knowledge of mechanisms contributing to, and maintaining, disadvantage/poverty and housing insecurity and homelessness
Personal Qualities	<ul style="list-style-type: none"> • Ability to show initiative, be a self-starter & work autonomously • Approachable with a positive, cooperative and constructive attitude to work and working with others • Ability to be professional and to show empathy
Knowledge and skills	<ul style="list-style-type: none"> • Demonstrated skills and experience in working effectively and sensitively with a broad range of clients, including those with high support needs and challenging behaviours • Demonstrated skills and experience within collaborative teams • High level communication skills – including verbal and written communication • Well-developed computer skills – word processing, excel, data-bases; • A current full Victorian driver's licence
Workplace Health and Safety	<ul style="list-style-type: none"> • Ensure that Unison's Occupational Health and Safety Policy and Procedures are continually observed and complied with. • All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Unison's OHS Frameworks. • Regularly inspect own immediate work environment and report any incidents, hazards or near misses that can cause harm or that represent a threat to public safety to the relevant Manager or Supervisor. • Actively participate in hazard elimination where practical.
Safety screening	<ul style="list-style-type: none"> • This role is subject to a satisfactory National Police History check, Working with Children Check and confirmed Covid-19 vaccination. • Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check.

Physical Inherent Requirements

Office Duties	<ul style="list-style-type: none"> • Sitting at a workstation using a computer or sitting for up to two hours at a time with breaks. • General office-based work such as handling files, various paperwork, attending to phone calls and stakeholder enquiries.
Driving	<ul style="list-style-type: none"> • Required to drive private or Unison owned vehicles.
Work Environment	<ul style="list-style-type: none"> • May be required to work from different sites, including offsite facilities. • Exposure to varied weather conditions.
Lifting and Carrying	<ul style="list-style-type: none"> • Infrequent lifting and carrying of items up to 5kgs.
Bending and Reaching	<ul style="list-style-type: none"> • Required to occasionally bend and reach.

Organisational Relationships

Accountable to	<ul style="list-style-type: none"> • Team Leader
Supervises (Day to Day Operations)	<ul style="list-style-type: none"> • N/A
Internal Liaisons	<ul style="list-style-type: none"> • Unison Place Management Teams, other internal staff, including Corporate Services
External Liaisons	<ul style="list-style-type: none"> • Support agencies, Department of Health & Human Services