

Position Description	
Position Title:	Finance & Administration Officer
Reports To:	Chief Executive Officer
Employment Type:	Permanent Full-Time
Hours of Work:	76 Hours per fortnight
Who We Are	
<p>At St John's, Clients are our primary focus. We are a dynamic organisation, committed to caring for our community by enhancing the independence and quality of life of the frail aged, younger people with disabilities and people with intellectual and psychiatric disabilities. We work as one team to take a progressive approach in the delivery of care, ensuring the services we deliver to our communities achieve best practice standards.</p> <p>We believe in investing in our most valuable resource, our staff. We support our team to continually develop and demonstrate strong leadership, empowering staff members and creating an environment where all individuals are treated with respect and dignity.</p> <p>Our staff are passionate about their work, advocates for our clients and dedicated to continually improving client outcomes. Our values of Clients, People, Accountability, Collaboration, Relationships and Recognition guide our decision making. They are not about what we do, but how we do it. Staff's dedication to these principles and our Mission enable us to challenge traditions and achieve positive result for our Clients and our Communities.</p>	
Position Purpose	
<p>The Finance &amp; Administration officer is responsible for supporting the organisation by undertaking assigned Finance, Human Resources and general administration tasks in accordance with the organisation's internal processes, procedures and policies. This role is also responsible for rostering staff for various centres and programs across the organisation in collaboration with the relevant program manager.</p> <p><i>To summarise, it is not the intent of this position description to limit the scope or responsibilities of the role, but to highlight the most important aspects.</i></p>	
General Administration	Success Indicators
<ul style="list-style-type: none"> <li>Promote, develop and extend St John's interests and reputation through the provision of exceptional client service</li> <li>Collaborate with relevant program managers to roster staff, considering client choice, travel time, staff skills and experience, Award and WHS requirements</li> <li>Greet clients, carer, visitors and staff at reception and maintain the visitor log</li> <li>Distribute communication messages internally and externally as assigned</li> <li>Answer phones in a friendly and professional manner and route calls as needed</li> <li>Monitor and action assigned email accounts</li> <li>Review and maintain St John's website and social media pages</li> <li>Process incoming and outgoing mail</li> <li>Attend and minute meetings, distribute minutes as required</li> <li>Assist with the organisation of events, meetings and employee travel bookings</li> <li>Monitor stock levels and submit orders to maintain appropriate levels of merchandise, stationary, uniforms and kitchen supplies</li> <li>Complete administration tasks in accordance with St. John's processes and policies including, but not limited to:</li> </ul>	<p>High level of customer service</p> <p>Staff are rostered accurately and rosters are communicated on time</p> <p>Communication messages and social media accounts are in line with St John's mission, values, policies and procedures</p> <p>Email accounts are monitored and actioned appropriately</p> <p>Stock levels are properly maintained</p> <p>Events, meetings and travel bookings are accurate and within budget</p> <p>Assigned administration tasks are completed accurately and on time</p>

<ul style="list-style-type: none"> <li>○ Recruitment advertising</li> <li>○ Community Visitor, Mobile Time and Attendance, Board, Management and On-Call Reports</li> <li>○ QR Codes</li> <li>○ Phone collections and returns</li> <li>○ Parish Newsletter</li> <li>○ Client Surveys</li> <li>○ Employee employment packs as per process</li> <li>○ Employee lanyards &amp; certificates</li> </ul>	
Financial Administration	Success Indicators
<ul style="list-style-type: none"> <li>● Maintain creditor and customer account files in accordance with data retention guidelines; accurately complete all related data entry</li> <li>● Maintain and review customer and creditor profile accounts</li> <li>● Review and maintain registers and reports including, but not limited to, financial assets, prepayments, petty cash and weekly debtors report</li> <li>● Receive incoming creditor invoices and action in line with St John's policies and procedures</li> <li>● Prepare purchase orders, cheques and creditor paperwork for review and signatures in accordance with St John's policies and procedures</li> <li>● Prepare and process client invoices; follow up with clients who have an account ageing; reconcile all payments received; issue remittance advices</li> <li>● Complete banking processes as required and ensure reconciliation of all bank accounts</li> <li>● Complete TRACCS and MYOB processes in accordance with St John's procedures</li> <li>● Prepare brokerage quotes</li> <li>● Ensure accurate review of job costing</li> <li>● Prepare GST/Expense reimbursements</li> <li>● Oversee recording and administration of donations</li> </ul>	<p>Files are accurate and up to date</p> <p>Registers are accurate and up to date</p> <p>Invoices are processed on time</p> <p>Outstanding client accounts are followed up</p> <p>Tasks are completed in line with St John's policies and procedures, departmental standards and funding agreements</p> <p>Reconciliation of accounts is accurate</p> <p>Audit results show zero non-compliances</p>
Human Resource Administration	Success Indicators
<ul style="list-style-type: none"> <li>● Prepare fortnightly payroll and payroll cost-allocation</li> <li>● Prepare, update and review the relevant Award increases</li> <li>● Process daily MTA Data including Timesheet approvals</li> <li>● Process weekly data integrity checks, hours/sacrifice/leave entitlements</li> <li>● Correspond with successful applicants for all employment related documents</li> <li>● Assist with recruitment including the collection and distribution of resumes, applicant screening, recruitment status reports</li> <li>● Process, review and maintain employee related documents in the related data base</li> </ul>	<p>Payroll deadlines met with zero errors</p> <p>Reports are accurate and on time</p> <p>Award increases are processed on time</p> <p>Recruitment process flows smoothly</p>
General Duties	
<ul style="list-style-type: none"> <li>● Undertake the duties in accordance with St John's mission, values, departmental standards, policies and procedures</li> <li>● Treat clients with respect, dignity and strive to promote their independence at every level</li> <li>● Maintain client confidentiality at all times</li> </ul>	

- Represent St John's in a professional and positive manner at all times
- Maintain a friendly and approachable attitude towards clients and staff and a clean and professional appearance
- Adhere to St John's obligations to report incidents of child or elder abuse to the relevant authorities
- Adhere to St John's requirements to report any imminent danger to the client or others, including report to police, ambulance or crisis services
- Complete mandatory organisational training requirements
- Attend meetings as required and completed any other ad hoc duties as directed by management
- Undertake the responsibilities of the position adhering to:
  - Equal opportunity and anti-discrimination legislation and requirements, legal requirements
  - Workplace Health and Safety (WHS) legislation and requirements
  - Confidentiality agreement and Code of conduct

#### Qualifications

- Queensland Driver's Licence and Queensland Department of Transport Driver's Authorisation
- Australian Federal Police Check and DSQ Criminal History Check, Yellow Card (criminal history screening)
- Working with Children Blue card

#### Experience and Personal Attributes

- Experience in a similar or transferable role
- High level competency in utilising a variety of technology including mobile devices and computers, proficiency with Microsoft Office, Outlook and database systems
- An analytical mindset with great problem solving abilities
- Ability to set priorities, plan and organise work to efficiently and effectively complete tasks within set timeframe
- Strong attention to detail
- Ability to multitask in a fast-paced environment
- Excellent interpersonal and communication skills with the ability to communicate confidently with a diverse range of people
- Demonstrates a high-level understanding of Human Services Quality Framework (HSQF)

**St John's Workplace Culture**

All staff play a key role in shaping and influencing workplace culture. This requires a consistent approach and commitment by all staff to the following:

- Choose a positive attitude every day, actively role modelling the mission and values of St John's
- Build professional relationships clients, promoting the social and emotional growth of each individual by respecting their rights and opinions and by encouraging self-advocacy
- Treat everybody with respect and dignity and value people for who they are and their unique contribution, irrespective of role or level in the organisation
- Be open to receiving feedback and strive to continually improve yourself and the organisation
- Be clear and open about decision-making processes, gathering the ideas and input of others. Give new ideas from others proper consideration and participate in an inclusive and collaborative approach.
- Take a proactive approach to workplace health, safety and staff wellbeing.
- Celebrate diversity in the workplace and demonstrate cultural sensitivity
- Always behave ethically and with integrity

<b>First Name:</b>		<b>Last Name:</b>	
<b>Approved by:</b>		<b>Date:</b>	
I have read the above Position Description and understand and accept the role requirements for the position of Finance & Administration Officer.			
<b>Chief Executive Officer: Signature:</b>		<b>Date:</b>	
<b>Chairperson Signature:</b>		<b>Date:</b>	
Note: The above information on this position description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.			