

Welcome to the Hobart Women’s Shelter

The Hobart Women’s Shelter (HWS) provides safe emergency accommodation and support to women and children affected by family violence and/or experiencing homelessness.

Established in 1974, the Hobart Women’s Shelter is the second-oldest operating Women’s Shelter in Australia. We are an independent, not-for-profit organisation, operating 25 emergency accommodation units for women and children, supported by an administrative centre located on the same site. In addition, we have 7 units offsite for families.

Our team uses a trauma-informed practice framework to assist women and children to address their unique and specific needs such as housing, legal, health, education, employment, financial, and emotional support. We also offer a holistic range of therapeutic programs to empower women and children to lead independent and fulfilling lives.

Role Title:	Administration Officer – Part-time
Role Overview:	<p>The purpose of the Administration Officer is to provide high level organisational and administrative support and exceptional customer service to HWS staff, clients, visitors, and other stakeholders to ensure professional service delivery and efficient day-to-day functioning.</p> <p>You will support managers by utilising your exceptional administration skills to ensure that meetings are organised, allocated tasks are followed up, documentation is completed, appropriate IT is available and functioning, all methods of communication are up to date and that timeframes are met.</p> <p>The Administration Officer is generally the first point of contact for visitors and clients. As such it is essential that you are pleasant, courteous, calm, highly professional and able to interact with diverse groups of people, including vulnerable women and children in crisis.</p>
Location:	This role is based in South Hobart.
Supervisor:	Strategic Partnerships Manager

Our Vision and Mission

Our Vision is to create a safe and inclusive community free from homelessness, violence, inequality and injustice.

Our Mission is to champion the growth and development of women, their families and the wider community through the provision of emergency accommodation, housing, education and advocacy.

Our Values

Equality	We believe in the equality of all, and this informs our practice and approach.
Safety	We prioritise the physical and emotional safety of all people in all aspects of our services to ensure a safe environment.
Collaboration	We collaborate to build positive, professional and respectful relationships to achieve mutually agreed goals.
Integrity	We value honesty and fairness and strive for accountability in all that we do.
Innovation	We seek out opportunities to lead social change.
Diversity	We value diversity and the unique contribution of all.

Position Requirements

1	Demonstrated experience working in an administrative role within a similar environment where using initiative and sound judgement is required and where high-quality output is consistently achieved.
2	High level administration, reception, and ICT skills, including experience with Microsoft Office applications (including Diary management), client databases, Customer Relationship Management (CRM) and Document Management Systems (DMS), mail management, and ordering of equipment and office items.
3	Strong customer service skills, particularly the ability to work with vulnerable people, respond to telephone queries from people in crisis, and engage positively with a wide range of stakeholders, including donors, other service providers, contractors, government agencies and volunteers.
4	Demonstrated high level written and oral communication skills, including organising meetings and events, and proof reading and formatting of reports, grant applications and other internal documents.
5	Ability to coordinate agenda items for team, management, Board and Committee meetings, accurately record meeting minutes, follow up action items and ensure that all relevant documents are circulated and available in a timely manner.
6	Experience in updating content on websites and social media platforms, publishing newsletters, assisting with presentations, and providing IT support for meetings and events.
7	Knowledge of compliant record keeping processes for Board members and booking training for employees and Board members as directed by managers.

1. Front Line and Professional Support - Key Duties	
1.1	Provide high level administrative support to HWS managers including diary management, organising events and meetings, assisting with data collection, minute taking, utilising a range of databases, and ensuring records management processes are followed as per established policies and procedures.
1.2	Reception duties including answering phones and directing callers to relevant personnel, providing relevant information and advice to members of the public and potential donors, taking messages, and meeting and greeting clients and visitors.
1.3	Update content of HWS website and social media platforms and create newsletters and other relevant documents as directed by the Strategic Partnerships Manager.
1.4	Assist the CEO with the organisation and management of Board meetings, ensure relevant records are current for Board members, and collate items and distribute agendas for committee meetings and Management meetings.
1.5	Support the management of the HWS Customer Relations Management (CRM) data base to ensure contact records are captured and accurate.
1.6	Book training and development activities for HWS staff, volunteers or Board members as directed by relevant managers.
1.7	Ensure meeting rooms and function venues are booked and set up with the required technology and resources for the organiser and the attendees.
1.8	Manage distribution of mail and general emails, consult with managers regarding ordering of goods and resources, complete online or phone orders, and ensure invoices and receipts are forwarded to the Finance Officer.

2. Administrative and Organisational Requirements – Key Duties	
2.1	Work professionally with clients, work colleagues, other service providers, contractors, suppliers, and government agencies.
2.2	Prioritise and manage time, to ensure that established timeframes are met.
2.3	Utilise Word, Excel, Outlook, Document Management Systems, Customer Relationship Management Systems and internal electronic security systems, maintain accurate digital records.
2.4	Actively participate in team meetings, committees, planning days, and training, and be willing to share your skills and knowledge with others.
2.5	Adhere to the HWS Code of Conduct and all other Policies and Procedures.
2.6	Understand legal and statutory obligations including privacy and confidentiality, Work Health and Safety, mandatory reporting requirements and ensure these requirements are always met.

3. Support and Well Being Outcomes – Key Duties

3.1	Understand the importance of personal and professional boundaries, be able to maintain a calm disposition with the ability to manage competing demands.
3.2	Highly ethical and professional approach to work, including active listening skills, positive communication and consultation skills, including self-awareness.
3.3	Participate in team building activities which contribute to a positive and consultative workplace environment.
3.4	Work within, and demonstrate commitment to, HWS values, vision and mission.

4. Educative and Professional Development Outcomes – Key Duties

4.1	Engage in relevant professional development and training to enhance skills, knowledge and attributes, and be willing to share learnings with the rest of the team.
4.2	Engage in the role as a curious learner, effectively provide and receive information, and take on constructive feedback to enhance job satisfaction.
4.3	Actively participate in professional and external supervision as directed.

Salary and Work Schedule

- SCHADS Award Level 3 – pay point based on qualifications and experience
- Salary Packaging is available
- Work Hours Week 1 – Thursday and Friday 9.00 – 5.00 pm
- Work Hours Week 2 – Wednesday, Thursday and Friday 9.00 – 5.00 pm

General Requirements

- Female applicants only (Exemption under the Anti-Discrimination Act 1998)
- Current Driver's Licence
- Working with Vulnerable People Check
- Current Police Check