



Position Description - Organisational Services Support Officer

1. Position objective:

To assist in ensuring the efficient operation of administrative and support functions within the organisation.

2. Key Responsibility Areas:

a. General Administrative Functions & Organisational Support

- i. Act as the first point of contact for incoming phone calls & visitors
- ii. Undertake all office functions including ordering of office supplies, equipment maintenance and repairs, online booking system, asset register, mailings, etc.
- iii. Maintain an accurate, organised and up to date electronic central filing system for office records and documents via SharePoint.
- iv. Prepare agendas for various organisational meetings, take minutes, distribute to participants if needed and follow up on action items.
- v. Provide HRVic membership support including database maintenance, communication with members, Annual General Meeting preparation and mailings
- vi. Develop strong and effective relationships with a variety of individuals both internal and external including staff, sector workers, health trades people and other business and service providers.
- vii. Assist with maintaining the HRVic Admin email inbox and calendar, as well as the HRVic Info email inbox. Refer incoming requests to appropriate Team Coordinators and ensure all enquiries are followed up.

b. Coordinator Support

- i. Provide direct support to the Organisational Services Coordinator including executing documents, financial reconciliation, updating templates, etc.
- ii. Assist team in organising meetings, arranging travel & accommodation, booking/calendar invites and attending project meetings in a secretariat capacity if requested.

c. Executive Support

- i. Assist CEO in managing calendar and incoming & outgoing requests, specifically to ensure key relationships, responsibilities and organisational priorities are managed efficiently.
- ii. Support CEO to meet reporting requirements for Board of Directors.
- iii. Provide other specific support as agreed, with a focus on organisational support.



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d. Secretariat Services to the Board of Directors

- i. In coordination with the Board President and CEO, arrange Board meetings and video meetings and support Board volunteers to meet their commitments related to governance and compliance.
- ii. Assist in the preparation of meeting papers & agenda, and record minutes of Board meetings and working group/subcommittee meetings, as required, and ensure these are done in a timely manner.
- iii. Ensure Board records are kept securely and up to date.
- iv. Organise catering for Board meetings, if required.
- v. Assist in the induction of new Board members.
- vi. Maintain accurate records of Board meetings.
- vii. Maintain corporate registration requirements of the Board and the organisation.

3. Key Selection Criteria:

- a. Well-developed organisational skills and the desire to take responsibility for organisational services.
- b. Demonstrated initiative and ability to action work and follow tasks through to completion.
- c. Recent experience in an autonomous position, as well as ability to work as part of a team.
- d. Previous work experience in not-for-profit, non-government and/or community sectors.
- e. A non-judgmental attitude and alignment with the principles of Harm Reduction Victoria.
- f. Experience with Microsoft Outlook, Excel, Word and the 365 suite of cloud-based applications.
- g. Experience with Microsoft SharePoint and/or cloud-based storage