

Role Title: **Services Support Administrator (SSA)**

Role Type: HR administration and systems support – having supportive and backfill functions within the Services Support team for accounts processing and financial administration duties.

Location: Services Support – Eden Street Bega NSW.

Supervisor: Capability Manager, or their assigned delegate.

Responsibilities: Effectively provide administrative support to the Capability Manager, the Services Support and Client Services teams, and others as directed to facilitate effective Human Resources and Finance administration.

Includes but not limited to:

- Processing fortnightly and special Payroll;
- Analysis and reporting for all facets of the Payroll area;
- Shift offer notifications and acceptance management, records and reporting for all staffing;
- Planned and unplanned absence backfill resourcing in consultation with the operational manager;
- Handling and recording direct inquiries and/or complaints related to Payroll, leave and allowances entitlements;
- Provide mentoring and or training in Payroll, HR systems and/or administration as assigned;
- Provide back-up for phone duties and general office tasks including emails, mail outs, photocopying, filing, minute taking and administrative tasks as assigned;
- Development and control of HR spreadsheet tools to support the managers and the role.
- HR Information Management Systems data entry, analysis and reporting; (currently HR3)
- Roster and attendance information system administration and support, analysis and reporting; (currently EmpLive)
- Monitoring and reporting of certificate currency for all staff (NPCC, WWCC and First Aid).
- Provide effective backfill for the Non NDIS Invoicing function;
- Adheres to organisational and site policies and procedures;
- Share knowledge and information with team members, in the use of communication and technology systems and equipment.

Role Guide – SSA

- In collaboration with the management team, the SSA provides a range of office based practical administration, communication and coordination skills to effectively facilitate Human Resourcing.
- The SSA role reports directly to the Capability Manager, providing insight and advice on rostering, staffing, capability, HR systems and operations.

- The SSA uses HR information systems and a range of IT based tools for role related monitoring, documentation, record keeping and reporting.
- The SSA role is a vital reference point for internal customers, responding directly to inquiries related to leave entitlements, allowances, payments and records, and providing information relevant to the role's responsibilities.
- The SSA undertakes complex administrative and payroll tasks, takes internal and external phone inquiries or in person, completes data entry using a range of office equipment, while always developing their understanding of the organisation's services, policies and procedures.
- The SSA undertakes specific, analysis and reporting duties as assigned.
- The SSA develops respectful effective working relationships and applies professional confidentiality standards while modelling organisational values.

Performance Goals: *(Performance Plan)*

- Regularly completes role responsibility tasks to achieve operational and administrative outcomes to schedule;
- Regularly meets agreed Role Performance Indicators;
- Regularly reports on Key Responsibilities to direct supervisor and/or their assigned delegate.
- Regularly meets the listed professional requirements for the role.
- Regularly meets the listed attributes requirements for the role.

Experience:

- *2 years' previous experience in relevant similar role.*
- *Proven successful history of completing same or similar responsibilities as above.*
- *Organised and able to effectively prioritise work to meet teams' requirements.*

Skills:

- Natural attention to detail and thoroughness;
- Strong verbal and written communication;
- Strong written communication and record keeping;
- Competent keyboard and Microsoft Office skills;
- Effectively contributes to the management team effort by accomplishing role related results;
- Able to follow policies and procedures and work appropriately with sensitive and confidential data;
- Maintain data entry requirements by following data program techniques and procedures;
- Competent interpersonal skills, responding appropriately and consistently to staffing and workload challenges.

Qualifications:

- Certificate IV in Administration or other relevant qualification.

Workforce Capability:

Responsibilities, authorities and performance expectations for this role have been developed in-line with disability industry Capability Framework systems.

CSS 5

- Rostering Coordinator
- **Administrator**
- Procurement Administrator
- **Payroll Administrator**

A CSS 5 is highly experienced in providing administrative support to management and operational service areas, has an in-depth knowledge of one or more key aspects of work and as such will be a vital reference point for others. Due to experience, a CSS 5 may lead, coach or guide other staff, including training others in workplace equipment, procedures and technology.

A CSS 5, will have a comprehensive knowledge of the resources and services available and therefore will be able to work with internal customers to explore and resolve a variety of complex issues and requirements.

Professional Requirements SSA:

Work & Community	Professionalism	Communication
Maintains basic awareness of current community and sector issues & challenges.	Observes the Code of Conduct, professional boundaries & standards. Models organisational values.	Actively listens to colleagues & willingly passes on relevant information accurately & appropriately.
Respects client/member and staff confidentiality & dignity. Respects diversity & differences.	Takes responsibility for work as defined for the role.	Writes accurate, clear & informative communications to meet the needs of the intended audience.
Represents the organisation appropriately when in the community.	Works collaboratively with others & shares skills & knowledge. Assists colleagues with challenges and problem solving.	Articulates clear & respectful verbal messages to colleagues.
Capability	Change & responsiveness	Compliance
A comprehensive knowledge of the organisation's systems and services. Uses technology & software applications effectively. Supports the use of new technologies.	Maintains a positive approach to change & adapts to new or different ways of working. Initiative & enterprise Contributes to ideas for improved ways of working.	Ensures safety of self & others in work environment. Identification of risks & hazards, in own work context. Identification of asset and systems faults, in own work context. Refers significant complaints.

Attributes – SSA:

The Personal Attributes and behaviours below are necessary to succeed in this role:

Collaborative	Flexible	Positive	Self-disciplined
Is communicative with others. Works well with others to achieve common and individual work goals.	Adapts well to changes in the workplace. Copes well with work priority changes.	Is optimistic. Remains focused on the role requirements during difficulty.	Manages own time well to achieve work outcomes. Naturally avoids distraction & diversions. Demonstrates initiative
Culturally aware & Inclusive	Confidential	Analytical	Ethical

Respects difference in all its forms & values diversity as a strength. Recognises the rights of others.	Respects confidentiality Is trustworthy with personal and organisational information.	Is organised. Applies set processes. Stores and accesses data to inform decision making.	Has integrity & principles. Is consistently truthful. Makes equitable decisions.

Remuneration Range: \$27.00/hr to \$31.00/hr dependent on skills, experience.

Tenure: Permanent, Common Law Agreement (Employment Contract) reviewed annually or by mutual agreement.

Annex B

Tulgeen Disability Services – The Employer

Who we are:

Tulgeen is a not-for-profit and community-based organisation, providing flexible, quality support for individuals, their families, advocates and carers.

Our Core Purpose:

We create opportunity and choice for people with disability to participate in communities, realise their potential and lead full, abundant lives.

Structure and Governance

The organisation is governed by an honorary Board of Directors which is responsible for the development of sound strategies and action plans; honouring of financial management and legal obligations; maintenance of effective controls over the organisation’s resources, functions and assets.

PLACES OF WORK

1. 26 Eden St Bega.
2. Other sites as directed by your supervisor