



## POSITION DESCRIPTION

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<b>Position Title:</b>	<i>SENIOR ADMINISTRATION OFFICER</i>
<b>Reports To:</b>	<i>Executive Assistant to Leadership</i>
<b>Location:</b>	<i>Institute Centre Stanmore 33 Myrtle Street Stanmore NSW 2048</i>
<b>Parameters:</b>	<i>Salary: Full Time 2 year Maximum Term Contract 5 days per week (7.5 hours shifts) 75 hours per fortnight</i>
<b>Date Prepared:</b>	<i>29 February 2024</i>
<b>Approved By:</b>	<i>Executive Director, ISMAPNG/Human Resources Manager</i>

### Organisational Context

The Institute of Sisters of Mercy of Australia and Papua New Guinea (“Institute”) is a religious congregation of Catholic women who endeavour to engage with the call of God’s Mercy by responding to the cry of the earth and of those rendered poor.

Sisters of the Institute are governed by an elected Leader and Council (the Leadership) and serve individually in a variety of ministries.

Concerning its day to day administration, the Institute is served by a dedicated team of people who, in collaboration with the Leadership and Institute’s communities, deliver a broad range of professional and administrative services from a number of locations throughout Australia and Papua New Guinea.

The Institute’s workplace values are:

- Integrity
- Hospitality
- Unity of purpose
- Diligence for excellence
- Respect for all



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### Primary Purpose of the Position

- To provide efficient and effective administrative services to the Institute Leadership Team (ILT)
- To provide and support administrative services within the Institute Centre Stanmore.

### Reporting Relationships

<u>Direct Reports to this Position</u>	<u>Indirect Reports to this Position</u>
<ul style="list-style-type: none"><li>• Nil</li></ul>	<ul style="list-style-type: none"><li>• Nil</li></ul>

### Key Relationships

<u>Internal</u>	<u>External</u>
<ul style="list-style-type: none"><li>• Institute Leader and Council (Institute Leadership Team)</li><li>• Executive Director</li><li>• Executive Assistant to the Leadership</li><li>• PA to Executive Director/Office Coordinator</li><li>• Community Leaders and Sisters</li><li>• Initial Formation Team</li><li>• Mercy Associates Coordinators</li><li>• ISMAPNG Managers</li><li>• Staff at Institute Centre</li></ul>	<ul style="list-style-type: none"><li>• Travel and accommodation providers</li><li>• Consulate staff, Visa Officers, ACMRO</li><li>• Other Catholic organisations, Institutes</li></ul>

### Key Decision Making

<u>Decisions Expected</u> <ul style="list-style-type: none"><li>• Administrative and logistical decisions</li><li>• Distributions of information to, and collection of information from authorised sources as directed</li><li>• Reservations and travel bookings</li><li>• Follow up on issues delegated by the Institute Leadership Team (ILT), Executive Director and Executive Assistant to the Leadership.</li></ul>
<u>Recommendations Expected</u> <ul style="list-style-type: none"><li>• Inform Executive Assistant to the Leadership of correspondence requiring immediate attention</li><li>• Changes to procedures to improve efficiency and effectiveness.</li></ul>



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### **Key Accountabilities and Responsibilities**

#### Executive Support and Administration

- Provide timely and efficient executive support and administration to the ILT and Executive Assistant to the Leadership in a pro-active manner
- Provide database management, folder management, record keeping and filing – hard copy and electronic
- Provide administrative support for Institute events
- Assist with discrete projects as requested
- Provide relevant statistical information for Mercy International Centre, the Central Statistics Office of the Church in Rome, International Union of Superiors General, Australian Dioceses and any other as required
- Assist the Executive Assistant to the Leadership and provide back-up support for the Executive Assistant to the Leadership as required
- Sisters Files – assist the Office Coordinator with the maintenance of sisters' files, as required.

#### Meeting Coordination and Support

- Arrange internal and external meetings as required and requested by the ILT or Executive Assistant to the Leadership
- Prepare and collate meeting agendas, papers, presentations, minutes and responses to actions for meetings as required
- Coordinate all aspects of in-person and video meeting logistics including set up, IT, hosting and catering
- Take minutes for meetings of the ILT as required
- Follow up action items from meetings
- Assist the Executive Assistant to the Leadership with meeting support and provide back-up meeting support as required.

#### Reception Services

- In collaboration with the Office Coordinator:
  - Respond to telephone enquiries in an effective manner by either referring them to the most appropriate person or accurately relaying messages via internal email
  - Provide back-up support for the Office Coordinator as required, including :Greet visitors and refer them to the relevant staff or team member and ensure that the visitor's book is completed
  - Organise taxis and couriers as requested
  - Collect, sort and distribute incoming mail and parcels from the Post Office
  - Assist with catering



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### Publications and Communications

- Take initial responsibility for Stanmore Office initiated publication requirements including booklets, brochures, surveys, and manuals in collaboration with the Executive Assistant to the Leadership
- Be responsible for copyright licences and use for the Institute
- Arrange and coordinate mail outs
- Proof read documents and presentations
- Liaise with the Institute Leadership Team and Executive Assistant to the Leadership regarding policies, guidelines and handbooks
- Assist with setting up IT equipment.

### Travel

- Be responsible for all travel, accommodation and visa arrangements for the Institute Leadership Team, Executive Director, and other Sisters and staff as required
- Be the administrator and liaison with third-party travel booking providers and airline lounge providers.

### Other ISMAPNG Teams

- Provide administrative and meeting support to the Initial Formation Team
- Provide support to other ISMAPNG teams as directed.

### Mercy Associates

- Assist with distribution of resource material and printing internally or externally as appropriate at the request of the Mercy Associate Executive Officer
- Assist with travel and accommodation as required.

### Teamwork

- Work together with the other team members to deliver a comprehensive and seamless service to the Institute Leadership Team and Executive Director
- Work together with other team members to maintain a safe, clean and professional office environment for all staff in the Stanmore buildings.

### Values & Formation

- Demonstrate values and behaviours that are in line with the values and ethos of the Institute including an alignment with the mission of hearing the cry of Earth and the cry of those rendered poor, in the context of Integral Ecology and care for our common home
- Actively participate in Mercy formation available within the Institute.



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### Safety of Children and Adults at Risk

The Institute is committed to ensuring zero tolerance of abuse in all its forms by creating a culture of safety and respect for all, including prioritising the safety and best interest of all children and adults at risk with whom we have contact. All staff and those who work with us are expected to take all reasonable steps to ensure the protection of children and adults at risk and to comply with our safeguarding policies and procedures, including responding to and reporting all suspicions and allegations of abuse.

Staff who have access to children through their role must have a valid Working with Children Check. All other staff, prior to commencement, must have a valid National Police Check.

### Workplace Health and Safety

- Identify and respond to any safety issues
- Attend the workplace and adhere to the Institute's COVID-19 safety guidelines
- Assist the Office Coordinator with WHS responsibilities as required, including being a Fire Warden
- Comply with all WHS accountabilities and responsibilities relevant to the position as defined in WHS/P – 004 Structure and Responsibilities in the WHS Management System.

### Key Challenges in Achieving Goals

- Comprehending and dealing with the multi-dimensional nature of the organisation
- Ability to adapt to change and adjust work schedules accordingly.

### Qualifications, Experience & Competencies

- Experience as a Senior Administration Officer and/or Personal Assistant/Executive Assistant
- Advanced level of competency using the Microsoft 365 suite, especially Word, Outlook and PowerPoint
- Experience with meeting platforms such as Zoom and Teams
- Excellent interpersonal and communication skills (verbal and written)
- Strong attention to detail
- Strong organisational skills with the capacity to successfully manage competing priorities and meet deadlines
- The ability to demonstrate initiative and problem solving skills
- Ability to work as part of a team
- Courteous, efficient and professional telephone technique
- Experience with common office equipment
- Security awareness, particularly as it relates to unauthorised building access and the confidentiality of information
- Experience in maintaining office procedures
- The ability to be sensitive and discreet and hold confidentiality when required



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- Hold a current NSW drivers licence
- Hold a current First Aid Certificate or be willing to do so
- A commitment to uphold and support gospel values and Mercy ethos.

### Other Matters

- All employees and contractors are required to comply with the policies and procedures adopted by the Institute
- This Position Description is subject to any Letter of Offer relating to the position
- This Position Description is not intended to be all inclusive. All employees are expected to undertake other tasks and take on other responsibilities reasonably required to meet the Primary Purpose of the Position.