



A program of Advocacy & Rights Centre Ltd (trading as ARC Justice)
ABN 23 082 541 240, 171 Hargreaves Street, Bendigo, 3550

POSITION: Receptionist/Administration Worker Receptionist/Administration Worker (38hrs per week, or part time can be negotiated) - fixed term contract between 20th June 2018 and August 10th 2018.

SALARY: Terms and conditions of employment are based on the SCHADS Award, Social and Community Services employees, level 3 and pay point dependent on experience. The benefits of tax-effective salary packaging plus access to accommodation and meal/entertainment packaging. Employer funded superannuation is paid in accordance with the Superannuation Guarantee (Administration) Act 1992, and is in addition to the gross salary offered.

HOURS: 38 hours per week (Full Time) 7.6 hours per day, 1.0 EFT

Hours of work are between 8:55am – 5.00pm Monday to Friday. Overtime is not payable but flexi time is available within ARC policy guidelines.

LOCATION: The office is located at 171 Hargreaves St, Bendigo.

COMMENCEMENT DATE: 20th June 2018

APPLICATION INFORMATION:

Applications need to include a resume and a cover letter which outlines your suitability and experience for the role. Applications should be addressed to Ms Hayley Mansfield, Executive Officer, ARC Justice and emailed by close of business on Monday June 11th 2018 to recruitment@arcjustice.org.au. Enquiries to Ms Hayley Mansfield, Executive Officer, 5445 0909.

KEY SELECTION CRITERIA

Essential (Skills, knowledge, experience, qualification and/or training)

1. Minimum 2-3 years' experience in administration work
2. High level of competency with Microsoft Word, Excel and data entry
3. Ability to work with minimum supervision in a busy environment and exercise initiative
4. Good oral and written communication skills, and strong interpersonal skills
5. Experience in the maintenance of records/filing and office systems
6. Excellent organisational skills and multi-tasking

Desirable (Skills, knowledge, experience, qualification and/or training)

1. Experience in Legal Administration
2. Experience in community organisations

JOB DESCRIPTION – RECEPTIONIST/ADMINISTRATION WORKER

Organisational overview

Vision

An inclusive community built on a foundation of human rights and equality before the law.

Purpose

We promote equality before the law for people in rural and regional Victoria by: providing legal, advocacy and support services; elevating justice as an issue in public discourse; and advocating for systemic change that upholds human rights.

ARC has two principal program areas:

Community Legal Services – including the Bendigo based Loddon Campaspe Community Legal Centre and the Shepparton based Goulburn Valley Community Legal Centre (a division of LCCLC).

Housing Justice - providing advocacy and client support in the area of public / private housing throughout the Loddon Campaspe region.

Through these programs ARC maintains its commitment to building an inclusive community built on a foundation of human rights and equality before the law.

ARC Reception

- Reception and front office services to ensure clients and other service users receive a high level of customer care
- Dealing with client enquiries over the phone and face to face
- Provide people who contact the centre with relevant information, appropriate referrals to other agencies and appointments

General Administration

- Handle Legal Administration tasks as required
- Knowledge of legal and non-legal services required in making effective referrals (training provided)
- Undertake data entry using client database software to ensure all client records, referrals, court appearances and projects are recorded, open and close client files as required
- Undertake legal conflict checks
- Updating referral lists
- Assist with mail out of promotions material etc
- Updating pamphlet display racks
- Archive and retrieve files
- Distribute internal and external mail and other documents
- Order stationary and other sundries
- Ensure that the records and files of the service are administered within the policies and procedures
- Provide administrative support to staff including filing, photocopying and preparing correspondence
- Undertake other duties as may reasonably be required
- Liaise with staff on administration procedures and attend monthly administration team meetings

IMPORTANT INFORMATION

Appointment will be subject to reference checks and passing a National Police Check.

ORGANISATIONAL ACCOUNTABILITIES

ARC Justice is committed to the health, safety and wellbeing of its staff. ARC Justice and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety and privacy laws. ARC Justice also requires staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working. We are a child safe organization.

Employees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

Support the achievement of the ARC Justice Strategic Plan.