



POSITION DESCRIPTION

Administration and ICT Coordinator

Employment Status	35 hours/week (full time)
Industry Award	SCHADS Award Level 5
Reporting to	Corporate Service Manager
Directly reports	Administration Assistant/Volunteers/Interns
Area of Work	Corporate Service
Office location	Metro Assist Head Office -Campsie NSW
Probationary period	6 Months
Conditions	Employment for this position is subject to a Working with Children and Police check.

Position summary

The position plays a vital role in the effective operational management of Metro Assist by providing high level administrative and ICT coordination support across the organisation.

Primary responsibilities of the position include day to day administrative function and support; head office site administration; procurement of services and supplies; providing Level 1 IT help desk support and to coordinate ICT projects; contribute to the establishment of business systems, improvements and procedures; ensure quality, compliance and effective risk management in administrative and ICT areas.

The position reports to the Corporate Services Manager (CSM) and works in coordination with HR Manager, WHS Manager, Receptionist and Site Administrators within a Corporate Service Team and with Managers, the CEO, the Board and other teams across the organisation.

Key duties and responsibilities

Administration and coordination

- Day to day Administrative coordination and support
- Provide logistics support to the Board, organise board business papers, take meeting minutes as required by the board.

- Organisation and coordination of Annual General Meetings, staff forums and meetings
- Contribute to the development and implementation of operational system, policies, procedures including quality management system within the specific administrative, ICT and operations area
- Point of contact for site administrators for the day to day operational issues regarding technology, building management and administrative functions

ICT

- Provide Level 1 IT troubleshooting support to staff in liaison with the IT contractor
- Act as a conduit between IT contractor and Metro Assist in day to day management of the IT system including regular upgrades and maintenance.
- Report information security issues or breaches to CSM and recommend proactive IT security measures in coordination with the IT contractor
- Train staff on the use of office ICT technology, IT security issues, maintain IT manuals and user guidelines
- Coordination and internal communication of ICT upgrades and projects deployment and roll outs
- Fleet management of mobile phones and mobile devices.

Procurement and Inventory

- Purchase supplies, consumables, computers, equipment, furniture as approved by the relevant managers and maintain supplier relationships
- Support CSM in ensuring best purchasing policies, and asset and equipment management system are implemented and followed throughout the organisation
- Control & issuance of devices and equipment, audit & reporting
- Coordinate inventory audit of Metro Assist assets including (but not limited to) computer equipment, furniture, mobile devices and keys/swipe cards

Head office site administration

- Be responsible for general maintenance of head office site
- Induct and train staff on use of office technology such as telephone, photocopier printer, alarm system etc.
- Oversight responsibility of managing petty cash float for head office
- Oversight responsibility of the management of training room and equipment hire/use
- Maintains head office administration records, data and files

Safety performance

- Support and resource Work Health and Safety Committee as a committee member
- Report identified hazards and workplace incidents and actively contribute to mitigate and/or reduce any risks

- Respond to emergency situations and crisis
- Undertake WHS activities as required and assist WHS Manager in ensuring WHS compliance is being met with.

Other Responsibilities

- **Risk Management** Report any identified risk within administration, IT and operational area to CSM and contribute to the development and implementation of risk treatment plan
- **Quality Management** Responsible for continuous improvement of relevant administrative and operational functions of the organization within the scope of the role
- **Project Management**
Support CSM in managing the site refurbishment projects and other one off projects as and when required.
- **Team work**
Demonstrate initiative and contribute positively towards building a strong and professional corporate service team
- **Communication and collaboration**
Effectively communicate across the organisation with a focus on cross- team collaboration and problem solving

Organisational requirements/Personal attributes

- Committed to the vision and mission of Metro Assist
- Acts in accordance with the Values and code of conduct of the organisation
- Works with passion and creativity
- Ability to show initiative
- Ability to solve problems and respond to situations as they arise
- Have strong organisational and time management skills
- Exceptional attention to detail
- Understands and works in alignment with organisational policies
- Participates in professional development including self-directed learning and structured training
- Communicates effectively and openly in the diverse workplace and fosters positive workplace culture
- Engages in self-care strategies