

Business Administration Officer

Position Description

Directorate:	Commercial Enterprise, Fundraising and Communications
Reports to:	Manager, Container Deposit Scheme
Direct reports:	NIL
Location:	Sydney NSW.
Primary position objective:	Coordinate administrative processes to support Vinnies Commercial Enterprise businesses.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Commercial Enterprise, Fundraising and Communications Directorate. The teams within the directorate and their functions are:

Fundraising: this team is responsible for state-wide corporate partnerships, community fundraising and events; major gifts and philanthropy; gifts in wills and estates; direct marketing and appeals; and fundraising development.

Communications and Marketing: this team is responsible for state-wide brand and creative services; internal and external communications; issue management; marketing; digital communications and digital fundraising.

Retail and Logistics: this team is responsible for state-wide retail service delivery; logistics and supply chain network; and retail projects.

Commercial Enterprises: this team is responsible for state-wide recycling and sustainability initiatives; Container Deposit Scheme (CDS); and new commercial enterprises.

Accountabilities and responsibilities

The Business Administration Officer will:

- Provide direction and support for administrative processes conducted across all commercial enterprise businesses and management.
- Coordinate administrative processes, including regular liaison with human resources, payroll, finance and IT partners to ensure that commercial enterprise businesses and processes are adequately supported.
- Support business development and partnership work by ensuring response to partner queries and providing information to new or potential partners including a large number schools, hospitals, and local businesses.

- Support the Vinnies Textile Recycling (export) business by managing all dispatch notices, collating records for each wholesaler, verify accuracy of invoice with business and complete invoice request for payment.
- Support CDS customer refund processes by undertaking daily readings at six CDS sites to ensure reconciliation and customer refunds are accurate.
- Manage weekly reconciliation of TOMRA data against Connect figures weekly against all sites to ensure accurate payment by our partners.
- Support CDS sites by managing fortnightly time sheets for all staff into Preceda.
- Provide a number of administrative functions to provide key information to Finance in support of the businesses including receive all accounts for payment, code and forward to Finance for batch processing; organised cash float and petty cash reimbursements; review and collate donations from POS and forward for processing; and collate and balance POS data with individual payment advice for account customers.
- Analyse, refine, and report on daily/weekly/monthly data received from commercial enterprise business systems (internal and external).
- Establish, maintain and monitor files to record licenses, registrations and training for commercial enterprise employees and equipment.
- Ensure all files are stored and archived according to the Society's policy and procedures.
- Contribute to a safe working environment for members, staff and volunteers by acting as a liaison with the WHS team across the businesses.

Critical Key Performance Indicators (KPIs)

- Deliver high-level business administration services.
- Maintain accurate data collection and analysis.
- Deliver timely and accurate reports.
- Record and maintain accurate and accessible files.

Key working relationships

In addition to the Manager, Container Deposit Scheme (CDS) the Administration Officer will also support:

- Director, Commercial Enterprise (Commercial Enterprise, Fundraising and Communications);
- Manager, Commercial Enterprise (Commercial Enterprise, Fundraising and Communications);
- Manager, Vinnies Textile Recycling (VTR) and Bag of Rags (Commercial Enterprise, Fundraising and Communications).

Essential criteria

Critical capabilities

There are nine capabilities expected of all leaders across the Society:

- **'People we serve' centric:** (Level 2) Enable the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 2) Enable individuals and teams to be guided by the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 2) Enable others to deliver positive impact through informed decision making and efficient and effective use of resources.

- **Collaboration:** (Level 2) Enable collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 2) Support others to engage with, and adapt to change.
- **Team performance:** (Level 2) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 3) Facilitate an improvement in existing and new services, and ways of working.
- **Financial acumen:** (Level 2) Enable others to use the Society's resources responsibly and keep expenses within budget.

Role-specific criteria

- Demonstrated experience in administrative procedures.
- Demonstrated ability and expertise in data/information systems and interpretation, data handling and manipulation across a range of software platforms.
- Good written and oral communication skills, including good interpersonal skills with a demonstrated ability to relate positively and confidently with a wide range of people.
- Sound organisational skills and ability to prioritise tasks in a busy environment.
- Strong attention to accuracy and detail.
- Demonstrated ability to use client database and Microsoft Office packages such as Word, Excel, Outlook.
- Excellent interpersonal and relationship management skills, with a proven ability to collaborate effectively with internal and external stakeholders.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.