

POSITION DESCRIPTION



tenants queensland inc

TENANTS WORKING TOGETHER

Date: 07/01/2019

TQ QSTARS REGIONAL ADMINISTRATIVE SUPPORT WORKER

Position Title: TQ QSTARS Regional Administrative Support Worker: Far North Queensland
Classification: <i>Level 3</i> of the Community Services and Crisis Assistance Award (State) 2008.
Status: Part Time.
Working Hours: Fixed Term & Part Time to 30 June 2021 and hours (19 hours per week) defined in line with service demand and workers availability.
Location: 1 x Part Time x TQ office, 208 McLeod Street, Cairns QLD 4870.
Salary: (Per the Pay Point 1 of the <i>Level 3</i> of the Transitional Pay Equity Order Qld) plus superannuation plus salary sacrificing option.
Conditions of Employment: As per the Tenants Queensland (TQ) EBA previously lodged in the State Commission.
Reporting to: TQ NQ Regional Services Coordinator.
Accountability: All staff are accountable to the Tenants Qld Chief Executive Officer and ultimately to the governance board. This position is accountable to the TQ NQ Regional Services Coordinator for all staffing matters including performance appraisals.
Interdependencies: This position will have dependencies on the TQ Administrator in the Statewide office. It also requires a strong 'being of service to' ethic in providing general administrative functions in support of the TQ QSTARS Services Manager and TQ regional deliverables.
Purpose of the Position: Supports the effective and efficient operational and administrative requirements of the TQ organisation.
Position Approved: February 2016

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TQ QSTARS Regional Administrative Support Worker: Far North Queensland

General Duties:

Work towards achieving the aims of Tenants Queensland and comply with all organisational policies and procedures.

Work as a member of a team with other staff and the TQ Chief Executive Officer.

Support the delivery of tenancy advice, advocacy and general resourcing of tenants.

Undertake administrative duties associated with the performance of the position's specific duties.

Other duties as specified by the Regional Services Coordinator, Tenants Qld Chief Executive Officer (CEO) and or the governance board.

Specific Duties:

- As the first point of contact, liaise with tenants, agencies and the general public in a professional and courteous manner at all times.
- Undertake all general administrative duties including:
 - Handle correspondence and mailing lists;
 - Maintain and update the filing system;
 - Type documents and correspondence as required;
 - Maintain working documents and purchase stationery supplies;
 - Running regular reporting required of the QSTARS program.
- Ensure the smooth operation of IT and office equipment within the workplace including:
 - Maintaining and updating computer directories;
 - Back-up and maintain computer systems;
 - Installing and maintaining software;
 - Troubleshooting computer and office equipment difficulties;
 - Keeping up to date about relevant developments in IT.
- Provide administrative support to other workers in their delivery of tenant advisory services.
- Support administration activities across all TQ offices where appropriate (for example, 'green office' policies, email accounts, library management).

Selection Criteria:

- A commitment to the principles of social justice.
- Ability to work independently and as a member of a team.
- Well-developed interpersonal and communication skills, especially relating to reception duties.
- Ability to organise and prioritise tasks.
- Demonstrated proficiency in computer skills with a broad knowledge of word processing programs (especially MS Office) and database and spreadsheet programs (especially Excel).
- Basic understanding of bookkeeping and financial systems and software.
- Well-developed organisational skills and knowledge of organisational administrative systems.
- A working knowledge of computer hardware, software and other office equipment.
- Ability to relate to people from different cultural and socio-economic backgrounds.