



POSITION DESCRIPTION

POSITION TITLE	Operations Executive Assistant
PROGRAM	Corporate Services
REPORTS TO	Operations Manager
LOCATION	This position is based in Brunswick. From time to time the incumbent may be requested to work from, or to be based at, other Hope Street sites.
DAYS & HOURS	Fixed-term to December 2024, Part Time – 0.6 FTE Hours of work can be flexible across the week for the right candidate between 8am – 6pm Monday to Friday by agreement
CLASSIFICATION	Social, Community, Home Care and Disability Services (SCHCADS) Award 2010 – Level 3. Access to NFP tax concessions specifically salary packaging scheme offering up to \$18,550 of our salary tax free.
OVER AWARD CONDITIONS	Personal Carers leave – 12 days in first year of service and 14 days per year thereafter (pro rated)

ORGANISATIONAL INFORMATION

Hope Street Youth and Family Services Limited ("Hope Street") based in the Northern and Western regions of Melbourne, is one of the longest established specialist youth homelessness services in Victoria delivering a broad range of support services to young people who are experiencing or at risk of homelessness.

With 40 years' experience in delivering responsive services to young people in local communities, Hope Street provides both strategically targeted and holistic programs for young people aged 16 – 25 years old, including young families. These programs incorporate the following:

- Short term supported crisis accommodation
- Assertive outreach support
- Youth reconciliation involving counselling and support for young people and families
- Advocacy, resource and referral services
- Supported transitional housing

Hope Street is a not for profit organisation whose vision is a society in which all young people and young families have a safe place to call home. Our purpose is to influence change to end youth homelessness and empower young people and young families to reach their full potential. Our values are Fairness, Collaboration, Social Justice, Integrity, Diversity and Hope.

Hope Street has a zero tolerance to all forms of violence, including child abuse, and is committed to creating safe communities which focus on the best interests of children and young people. The organisation promotes the safety and empowerment of all children and young people acknowledging both their individual diversity and cultural heritage.

Visit our website www.hopest.org for more information.

POSITION INFORMATION

The Executive Assistant sits within the corporate support team located at the Brunswick Town Hall. The position provides support to the Operations Manager as well as administrative services to support the central systems that assist with the successful execution of key organisational events or activities as well as effective program operations. While reporting directly to the Operations Manager, the Operations Executive Assistant does not form part of the Executive Leadership Team.



KEY RESPONSIBILITIES

Administration

- Schedule meetings and appointments (diary management) for the Operations Manager.
- Provide secretarial support of meetings for the Operations Manager.
- Monitor and support scheduling and progressing of tasks/actions from committee meetings, and other meetings as required by the Operations Manager.
- Assist the Operations Manager with the drafting of letters and communications
- Support the Operations Manager to produce and organise high quality documentation and correspondence including internal documents, proposals, reports, power point presentations, and reports for meetings and stakeholder presentations.
- Provide secretarial support to committees and meetings as requested by the Operations Manager.
- Assist with formatting of documents.
- Update office templates, forms and documentation as necessary, ensuring branding is always up to date and consistent with Hope Street style guidelines.
- Set up electronic files as per Hope Street's records management system.
- Complete filing and archiving associated with functions of this position.
- Provide administrative and logistics support for Hope Street events such as the All-Team Days, program launches, end of year celebrations, Operations Manager presentations.
- Make recommendations to improve systems and processes and create efficiencies where possible.

General

- Adhere to Hope Street's values of Fairness, Collaboration, Social Justice, Integrity, Diversity and Hope.
- Adhere to the Child Safe Standards and Hope Street Code of Conduct.
- Comply with organizational policies and procedures as updated from time to time.
- Maintain a safe environment at all times.
- Undertake a police check prior to commencement and every three years thereafter and inform Hope Street immediately of any convictions.
- Maintain an up to date Working with Children Check.
- Actively participate in supervision and performance review procedures.
- Contribute to a positive organizational culture.
- Actively work individually and collectively to achieve a service and work environment where equality of opportunity, access and inclusion are fostered.
- Undertake other duties as requested.

KEY SELECTION CRITERIA

- Demonstrated experience in an office administration role.
- Proficient in Microsoft Office applications specifically outlook, word and excel, with the ability to learn new systems and applications.
- Excellent organisational and time management skills with the ability to manage competing priorities.
- Excellent written and verbal communication skills with good attention to detail.
- High level of professionalism in all areas of work and interactions with internal and external stakeholders.
- Ability to work unsupervised.
- An understanding of community service organisations is highly desirable.
- A formal qualification in Business Administration or related field would be advantageous.
- Current drivers licence.



Hope Street Youth and Family Services Limited ACN: 167 510 018
Operations Executive Assistant Position Description

Employee Name _____

Manager Name _____

Employee Signature _____

Manager Signature _____

Date _____

Date _____