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**JOB TITLE** Administration - Finance Support

**DATE**

**REPORTS TO** Financial Administrator

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## JOB DESCRIPTION

**HOURS OF WORK:** 25- 30 Hours per week (Mon-Fri) negotiable.  
Sacs -Level 2 pay point is based on qualification and experience.

**Purpose of role** *To ensure delivery of appropriate social support to the CHSP target group in the Campbelltown areas of Campbelltown Local Government Area and Appin.*

**Core objectives include:**  
**The team shares these responsibilities:**

- Promote and support the services of Campbelltown Meals on Wheels s within the broader community.
- Undertake training as all staff are multi skilled, Ability to coordinate the Kitchen, Administration and Accounts as a requirement of Campbelltown Meals on Wheels
- Participate actively in staff meetings, staff appraisal mechanisms and organisation planning sessions.
- Work collaboratively with other team members on a day-to-day basis in the running of the organisation by sharing skills, resources, projects, and ideas.
- Work in accordance with the Code of Conduct/Confidentiality and the Policies and Procedures of Campbelltown Meals on Wheels s Inc.; and relevant legislation including WH&S and Food Safety for Vulnerable People.
- Participate in the development of other Campbelltown Meals on Wheels projects.
- Participate in relevant networking and information exchange and collaborative activities relevant to the position.
- Remain informed of funding opportunities and opportunities for the development of partnerships and collaboration with other government and non-government agencies.
- Develop formal and informal communication systems with government and non-government community services sector.
- Assist with the coordination of specific projects as required.

**Administrative Duties**

- Perform any other clerical/administrative duties as required for the organisation
- Address correspondence as directed by the Operations Manager
- Initial enquiries and client referrals
- Respond to client enquiries, problems, complaints and refer to the Operations Manager
- Process new clients on data base programs
- Handle phone enquiries and record messages in the day diary
- Enter client information and service delivery on current organizational data base computer software
- Assist with newsletters/flyers/brochures/media / Website releases using Word and Jpeg, PDF formats
- Maintain and update relevant databases in excel, from Polixen
- Assist with the distribution of day-to-day documentation regarding service delivery and volunteer management
- Maintain filing system
- Assist in the preparation and organisation of the AGM and Planning Day
- Photocopying as required
- Assist with maintaining office equipment.
- Ensure services are delivered to all clients.
- Assist with tasks as required associated with new program funding.

**Account Administration Duties**

- Match Bank Feed amounts to Clients/Creditors/Staff payroll in MYOB.
- Enter all monies received via Run Sheets into Clients account in MYOB.
- Enter payments received from Bank/Clients into Polixen
- Enter daily Sales transactions for clients into MYOB.
- Issue Invoices to Clients - Weekly/Fortnightly/Monthly via Polixen
- Follow up any overdue Invoices/money in Polixen.
- Transfer figures in MYOB
- Enter all Kitchen orders into MYOB, issue Purchase Order to kitchen prior to placing order on Supplier

*The above list is not exhaustive, and the role may change to meet the overall objectives of the company.*

**Multitasking Duties****Stock / inventory administration**

- Working directly with Kitchen picker & packing staff
- Maintaining a good repour with all suppliers, ensuring all meals selections & pricing changes are relevant with CMOW
- Ensure all stock level are maintained
- Place orders with suppliers on due dates
- Conducting stock take at regular intervals
- Remaining compliant with all food safety standards
- Adhere to any Adhoc duties from Manager

**Volunteers**

- Assist with volunteer administration, training, and support functions.
- Assist with volunteer mail outs, promotions when required.
- Attend volunteer functions as required.
- Assist with the collection of volunteer reimbursement documentation
- Collate the client / volunteer / service provider surveys

**Promotion / Publicity**

- Assist with the preparation of promotional material, including newsletters, media releases, newspaper articles etc.
- Assist with preparation of public holiday deliveries.
- Assisting with preparation & formatting of newsletters including content to meet required deadlines.

**W H & S**

- An ability to work within the organisation W H & S Manual, Procedures and Legislation
- An ability to undertake W H & S audits at work locations in accordance with organisation procedures.

## PERSON SPECIFICATION

### Skills & competencies

- **Customer service focused:** committed to providing exceptional customer service across all channels – written, phone and face to face.
- **Communication:** the ability to communicate clearly and concisely, varying communication style depending upon the audience.
- **Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally.
- **Teamwork:** willingness to assist and support others as required and get on with team members.
- **Time management/organisation:** accomplish objectives effectively within time frame
- **Qualifications in computer applications,** Microsoft office & MYOB a minimum of 12 months experience would be useful or experience in a related field of employment,

### Personal attributes

- Professional approach.
- Ability to work under pressure.
- Organisational and time management skills.
- Excellent attention to detail.
- Confident manner.
- Positive approach to change.

### Other

Drivers licence – Essential.

*This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.*

**ACKNOWLEDGEMENT**

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I certify that I have read, understood, and accept the duties, responsibilities, and obligations of my position.

**SIGNED BY YOU**

.....  
Employee

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Date