

Role Description

Operations Assistant

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|------------------------|--|
| + Organisation | Caxton Legal Centre |
| Business Unit/Practice | Administration and Community Engagement Team |
| Location | Brisbane |
| Reports to | Chief Operating Officer |
| Award | <i>Social, Community, Home Care and Disability Services Award 2010</i> |
| Grade/Band | Level 3 - Full time |
| Approved By | CEO |
| Date of Approval | July 2021 |

Overview of Caxton

Caxton Legal Centre represents the interests of people who are disadvantaged or on a low income when they come into contact with the law. We do this by strategically advocating to government, providing legal advice and social work services, publishing legal information and building community awareness about the issues faced by the people we help.

Caxton is an independent, non-profit, non-government community legal centre. We are committed to achieving the best outcomes for people who are on a low income or otherwise disadvantaged by working with partners from the community, government, university and private sectors.

Our vision:

A just and inclusive Queensland.

Our values:

Caxton approaches people and its work in the community with a commitment to:

- Accountability and Responsibility - going above and beyond what is expected
- Compassion and Empathy - showing our genuine concern for others
- Respect – valuing all people no matter what
- Integrity - saying and doing the right thing
- Collaboration - believing in the power of working with others

Primary purpose of the role

The primary purpose of the role of Operations Assistant is to provide assistance to the Chief Operations Officer across a broad range of duties across the Administration and Community Engagement team. The Chief Operations Officer has strategic and day to day operational accountabilities and the Operations Assistant will provide assistance to the COO for

general administrative tasks and also projects which will assist to streamline processes and embrace continuous improvement.

Key accountabilities

- Responsible for business administrative processes including library management and maintaining central registers for various purposes (e.g compliance, maintenance, vehicles, contracts, keys etc.)
- Act as deputy OH&S officer and provide Human Resource supports including coordinating induction processes including new starter paperwork
- Organize, record and monitor compulsory training and well-being activities across the organization
- Manage and coordinate assets and facilities contracts and building maintenance in consultation with the COO
- Coordinate projects which assist with strategic priorities as directed by the COO from time to time
- Provide broad back-up supports to finance/payroll, file management, volunteers and client services as required
- Participate in working groups and internal committees as required

Key challenges

- Balancing the demand on services to available resources in an uncertain funding environment
- Optimising current systems and processes
- Identifying improvements and efficiencies

Key relationships

| Who | Why |
|---|--|
| Internal | |
| <ul style="list-style-type: none">• COO and Executive Management Team• Legal and social work practices | <ul style="list-style-type: none">• To ensure administrative support assists the COO and EMT to reach their operational and strategic objectives• To ensure administration and building maintenance meet lawyer and social worker needs |
| <ul style="list-style-type: none">• Finance, File Management, Volunteer Management, Client Services | <ul style="list-style-type: none">• Back up support |
| External | |
| <ul style="list-style-type: none">• Suppliers | <ul style="list-style-type: none">• To build and maintain ongoing with suppliers to ensure on-time, cost effective service |

Role dimensions

Decision making

Provide recommendations for cost savings and efficiencies in facilities and motor vehicle management.
Provide recommendations for improvements in WH&S management.
Responsible for coordinating and streamlining induction process in consultation with user groups.

Direct reports

Nil

Budget/Expenditure

Nil






Essential requirements

Strong knowledge and understanding of Microsoft suite and ability to operate databases
 High level of attention to detail
 2+ years' experience in a broad Administration role

Capabilities for the role

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

| Capability | Capability Descriptor | Level |
|--|-------------------------------|------------------|
|  Personal qualities | Resilience and courage | Competent |
| | Integrity | Advanced |
| | Self-motivated | Competent |
| | Diversity | Competent |
|  Relationships | Communication | Competent |
| | Client Service | Competent |
| | Collaboration | Competent |
| | Influence and negotiate | Competent |
|  Results | Deliver results | Competent |
| | Plan and prioritise | Competent |
| | Problem solving | Competent |
| | Accountability | Competent |
|  Business acumen | Finance | Competent |
| | Technology | Competent |
| | Procurement | Competent |
| | Innovation | Competent |
|  People management | Manage and develop | Basic |
| | Inspire direction and purpose | Basic |
| | Business outcomes | Basic |
| | Change | Competent |

| Group and Capability | Behavioural Indicators |
|---------------------------|------------------------|
| Personal qualities | |
| Resilience and courage | |

| | |
|--|---|
| Competent | Give open and honest feedback, be comfortable to challenge issues and seek alternatives |
| Integrity Advanced | Model the highest standards of ethical behaviour and influence others to do the same. Seek feedback and reflect in order to improve performance |
| Self-motivated Competent | Understand own skills and ability and identify areas for growth and development to optimise performance |
| Diversity Competent | Recognise and be responsive to different experiences, perspectives, values and beliefs |
| Relationships | |
| Communication Competent | Tailor communication both in writing and in person to suit the audience with the ability to clearly explain concepts |
| Client Service Competent | Demonstrate a strong knowledge of services available to clients and respond to requests in a timely and consistent way |
| Collaboration Competent | Build co-operative and supportive relationships across the organisation to solve problems, develop better processes and approaches to work |
| Influence and negotiate Competent | Use facts, knowledge and experience to support recommendations, having the ability to lead and facilitate productive discussions |
| Results | |
| Deliver results Competent | Take responsibility for delivering outcomes within prescribed timeframes and working with relevant people to successfully achieve goals |
| Plan and prioritise Competent | Respond proactively to changing circumstances and adjust plans and priorities accordingly |
| Problem solving Competent | Research and analyse information to provide accurate evidence-based advice |
| Accountability Competent | Understand and apply high standards of accountability to own work and the impact on the broader team |
| Business acumen | |
| Finance Competent | Understand financial policies and procedures and applicability to role |
| Technology Competent | Demonstrate a sound understanding of technology used in the organisation and possess the ability to assess the most appropriate technology for assigned tasks |
| Procurement Competent | Monitor progress against contracts to ensure compliance |
| Innovation Competent | Question current practices to identify more efficient and effective ways to deliver organisational outcomes |
| People management | |
| Manage and Develop People Basic | Contribute to developing team capability and recognise potential in people |
| Inspire direction and purpose Basic | Assist team members to understand services and objectives |
| Business outcomes Basic | Allocate resources effectively to deliver team objectives and monitor and manage performance |
| Change Competent | Engage with staff around change initiatives, providing clear guidance, coaching and support |

I acknowledge that I have received a copy of this Position Description and have read and fully understand all accountabilities, challenges and relationships contained within. I accept that I will observe them fully during my employment.

Staff member signature:

Staff member name:

Date: