

Hospitality Enterprise Administration Officer



Position description

Responsible to:	Commercial Services, Operations Manager
Division:	Commercial Services
Status:	Part-Time approx 10 hours per week (Fixed Term 3 months)

Philosophy

Bendigo Access Employment's philosophy is to achieve a quality assured culture and to strive for continual improvement in the achievement of our mission.

Bendigo Access Employment is a community focused, professionally managed, not-for-profit organisation.

Organisation overview

Formed in 1992 following the amalgamation of three smaller community organisations, Bendigo Access Employment Inc. has grown to a large and diverse not-for-profit community based organisation. Bendigo Access Employment is registered by the ATO as a public benevolent institution. The continuing focus of operations is to provide 'innovative solutions' to employment and training opportunities for people facing barriers to employment, A continuing initiative is a community environmental and heritage park, PepperGreen Farm. Bendigo Access Employment operates five key divisions undertaking a range of operations:

Employment Services Division

Open employment placement in existing businesses and new enterprises for people facing barriers to employment.

- Disability Employment Services including the Disability Management Service program (DMS) and the Employment Support Service program (ESS)
- Limited liaison for supported employment (Australian Disability Enterprises, ADE), places for higher support clients.
- Limited liaison with other government supported employment and training programs including state government funded labour market programs.

Victorian Occupational Training Education Services Division (VOTES)

Registered training organisation providing accredited vocational education and training to a broad cross-section of community members with students located across Victoria.

Access Injury Management Systems Division (AIMS)

- WorkSafe Victoria and Comcare (incl ADF) approved provider of occupational rehabilitation services focused on returning injured workers to work or alternative employment
- Return to work and injury prevention consultancy services

PepperGreen Farm & Commercial Services Division (Access Contractors)

Provides employment options for *Australian Disability Enterprises*, ADE /Business Services clients and contract services to local authorities, businesses and individuals in horticultural, maintenance and other contract and labour hire services.

Corporate Services Division

Provides accounting, account payment and payroll processing services to a number of *other organisations, including small not-for-profit enterprises*.

The division also has responsibility for BAE's social enterprise, The Bright Street Enterprise Hub.

Board of Directors

A board of voluntary directors governs Bendigo Access Employment. Each member of the Board of Directors (Board) contributes a particular expertise to Bendigo Access Employment in its mission of providing opportunities for people. All directors work in conjunction with the Chief Executive Officer (CEO), who has overall responsibility for implementing the policy and strategic direction of the Board.

Mission

Bendigo Access Employment will provide quality and innovative solutions that connect people's abilities to opportunities in employment, training, business and a sustainable community future.

Vision

To connect, develop and sustain individuals, business and our community through creative tailored solutions to employment, training and information.

Values

Our values are:

Community

- We are a vital part of the community.
- We work towards sustainable and inclusive futures for all.

People

- We value diversity, effort and achievement.
- We encourage teamwork in everything we do.
- We seek involvement from all levels in our decision making.
- We value open and honest communication.
- We nurture innovation, imagination, and creativity.

Integrity and trust

- We promote equity in providing access and opportunities.
- Continuous improvement and quality are central to our processes.
- The health, safety and well being of our employees and clients are paramount.
- Mutually beneficial relationships with our employees, clients, partners and other stakeholders are fundamental to how we do business.

Responsibilities and duties:

The Hospitality Enterprise Administrative Officer's role includes administrative duties relating to the development and implementation of systems and procedures for BAE Social Enterprises. Duties also include quality assurance and internal staff training.

Best practice

- Work as an effective member of a team
- Become familiar with, and abide by all Bendigo Access Employment policies and procedures including compliance with Bendigo Access Employment quality assurance policies, systems, procedures and work instructions
- Ensure that Occupational Health & Safety guidelines are observed, implemented and improved
- Comply with all relevant legislation and/or by-laws that relate to our activities

Administration duties:

- Development, implementation and recording of a stock control and purchasing system for BAE Social Enterprises (Hospitality).
- Stock control including purchasing in consultation with Access Catering Assistant Manager and Access Catering Front of House Co Ordinator and Hub Co Ordinator
- Banking duties for The Café and Vahlands Bistro
- Negotiation with Suppliers to achieve best price and service delivery

Financial duties:

- Process Customer invoices in accounting package as required
- Process Supplier invoices, once general ledger coded, in accounting package
- Maintain up-to-date suppliers and customers in accounting package and answer account queries
- Match up and bank Bendigo Access Employment Inc. cash receipts and EFT payments from customers.

General

- Attend regular team meetings
- Attend ongoing professional development training
- Actively participate in the development and implementation of the organisation's policies and procedures as they relate to all aspects of service delivery
- Perform any other duties as requested by Commercial Services Operations Manager, Corporate Services Manager or CEO

Signatures

Name:

Signature: Date: / /

Chief Executive Officer

Date: / /

Key selection criteria

Essential

- Certificate III in Business Administration or at least 3 years reception experience in a busy office environment
- Excellent computer skills and the ability to use Microsoft Office products e.g. word, excel, outlook and internet explorer
- Demonstrated capacity to work with complex documents with attention to detail
- Proven organizational skills in particular time management skills with the ability to problem solve in a timely and professional manner. The ability to prioritize tasks and exercise initiative to achieve outcome results both individually and within a team.
- Demonstrated experience in using accounting packages performing accounts payable and receivable duties.
- Demonstrate highly developed written and verbal communication skills
- Demonstrated ability to work in a team or autonomously
- Proven ability to uphold confidentiality and privacy laws

Desirable

- Exposure to or experience in computerised data bases. Experience in employment related systems, namely, UES smartclient and GEMMA would be well regarded.
- Proven ability to act professional in a stressful or difficult situation
- Knowledge of quality assurance processes and associated documentation
- Awareness / or willingness to learn about the following legislation:
 - > Disability Discrimination Act
 - > Accident Compensation Act
 - > Privacy Act 1988
 - > Occupational Health & Safety legislation,
 - > Employment Equal Opportunity legislation
- A basic understanding of customer support networks, (i.e. Government agencies, service providers, Insurance companies and/or carers), and labour market conditions in the Bendigo region
- Current Driver's licence

A police check will be required to be undertaken by the successful applicant

Applicants must address the key selection criteria in their application

Salary and conditions of employment

Bendigo Access Employment developed a Enterprise Agreement, which took effect in November 2010 and governs employment and related conditions. Parameters for a full-time 1.0 EFT position are Class 2 Band 1 to Band 5 \$46,715.58 to \$52,110.90 plus salary sacrificing.

Application submission

Applications with written responses to the essential selection criteria close 5pm Wednesday 8 February, 2012

Application should include phone contact details of at least three referees.

Address applications to:

Cindy Dawson
Bendigo Access Employment Inc.
PO Box 276
Bendigo VIC 3552

Or deliver in person to:

29 – 33 Mundy Street
Bendigo VIC 3550

Or via email to:

cindyd@accessemployment.com.au

Applicants may visit the Bendigo Access Employment web site at:

www.accessemployment.com.au

Start date

ASAP