

Position Description

TITLE OF POSITION:	BOOKKEEPER / ADMINISTRATION ASSISTANT
POSITION TYPE:	FIXED TERM FULL TIME (12 months, ongoing subject to funding)
TEAM:	ADMINISTRATION TEAM
REPORTS TO:	OFFICE MANAGER
LOCATION:	MELBOURNE
DATE ESTABLISHED:	AUGUST 2018

ABOUT NO TO VIOLENCE
<p>No to Violence (NTV) is the largest peak body for organisations and individuals working with men to end family violence in Australia. We also provide telephone counselling, information and referrals for men in Victoria, New South Wales and Tasmania. We are a pro-feminist organisation and we acknowledge the gendered nature of family violence. The safety of women and children is central to what we do, and their voices must be heard. We have established standards of practice for professionals and continuously ensure workers in this field have the right skills. We have been supporting callers, policy-makers and professionals for over 25 years and as a result of this, we are the “go to” organisation in this field.</p>

PURPOSE OF THE POSITION
<p>The Bookkeeper / Administration Assistant is responsible for the provision of high quality accounts and administration support to the staff of NTV and all stakeholders in achieving their objectives. This position is responsible for making a significant contribution to the effective and professional operation of the office. The Bookkeeper is responsible for assisting the operations team with the collection and entering of financial data. Data entry accuracy skills will assist stakeholders to make measured decisions and ensure the organisations compliance requirements. The Administration Assistant is the first point of contact for all enquiries including visitors to reception.</p>

KEY RESULT AREAS	
KEY AREA:	KEY ROLES AND RESPONSIBILITIES
<i>Bookkeeping</i>	<ul style="list-style-type: none"> ● Accurately process accounts payable <ul style="list-style-type: none"> ○ Review and enter supplier bills ○ Ensuring approval process is followed ○ Ensure supplier has a contract and on the system ○ Liaise directly with suppliers ○ Review expenditure against budget ○ Prepare supplier batches for payments ○ Ensure all necessary documentation is filed ● Follow up on aged debtors and manage payment terms ● Daily bank entries, including receipting client payments and other bank and credit card entries ● Perform bank and credit card reconciliations ● Assist with payroll preparation ● Other financial tasks as requested

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KEY RESULT AREAS	
KEY AREA:	KEY ROLES AND RESPONSIBILITIES
Reception and Administration	<ul style="list-style-type: none"> • Welcoming visitors, managing calls, emails and mail in a timely and professional manner • Ensuring the smooth running and maintenance of the office on a day to day basis • Updating the contacts database (CRM) • Purchasing stationery, office supplies and equipment • Coordinating internal and external events and meetings, including organising travel, accommodation, catering, venues, invitations and RSVP's • Maintaining efficient filing for the whole organisation • Preparing materials, including reports and presentations, for external and internal meetings • Providing basic training and support to staff, contractors and volunteers (if applicable) in the use of IT and telephone hardware and software • Booking meetings, draft agenda, take minutes/action items, and provide documents to meeting participants • Responding to enquiries and keeping records • Providing support to all teams as directed • Human Resources administration

EXPERIENCE AND QUALIFICATIONS:
<p>ESSENTIAL:</p> <ul style="list-style-type: none"> • Minimum of 1 year small business Bookkeeping experience • Advanced Microsoft Excel skills and experience in financial packages highly regarded (e.g. Quickbooks) • Accurate numerical and data entry skills with a high level of attention to detail • Demonstrated commitment and experience in providing excellent customer service via telephone, email and in person in a reception or administrative support role • High level verbal and written communication skills with the ability to relate effectively with a range of people across all levels of the organization • Well-developed organisation and time management skills • High level of proficiency in the use of standard software such as the Microsoft Office suite <p>DESIRABLE:</p> <ul style="list-style-type: none"> • An understanding of the gendered nature of family violence and the need for appropriate responses through working with men

SKILLS, KNOWLEDGE AND EXPERIENCE:	
<i>Skills</i>	<ul style="list-style-type: none"> • Strong and accurate data entry skills • Well-developed interpersonal skills - verbal and written • Sound knowledge of general office procedures, equipment and technology • Willingness to learn/adapt to new technologies and ability to troubleshoot basic IT issues • Demonstrated organisational skills with high attention to detail • Competency with video and teleconferencing equipment

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SKILLS, KNOWLEDGE AND EXPERIENCE:	
	<ul style="list-style-type: none"> • Demonstrated ability to be proactive and use initiative to streamline office administration processes
<i>Knowledge</i>	<ul style="list-style-type: none"> • Prior experience in bookkeeping, reception and / or administration roles • Understanding of the need for a high degree of confidentiality • Prior experience working in a not-for-profit or non-government organisation • An understanding of appropriate service responses for people from Aboriginal and Torres Strait Islander, culturally and linguistically diverse communities, LGBTI people, and people with disabilities • An understanding of the gendered nature of family violence and the need for appropriate responses
<i>Attributes</i>	<ul style="list-style-type: none"> • A 'no task is too small' attitude • Dependable, friendly and approachable • Proactive and solution-focused approach • Ability to use good judgement to make decisions according to level of authority, escalating issues as needed • Enjoys being the 'go to' person for queries • Receptive to receiving feedback in order to continually develop and improve knowledge and skills • Able to work independently with minimal supervision and as part of a small team

PERSONAL ATTRIBUTES
<ul style="list-style-type: none"> • Decisiveness, drive and commitment • Relationship building with a strong client service focus • Developing self and others • Empathy and cultural awareness • Commitment to NTV's values and culture • Ability to observe confidentiality, use discretion and initiative and work in a professional and ethical manner at all times • Positive and enthusiastic attitude • Confident with a high degree of motivation and initiative

ESSENTIAL SKILLS	
Leadership	Ability to develop effective working relationships with external stakeholders, government departments, staff and Board
Integrity	Maintains the highest standard of personal conduct in performing all duties
Reliability	Can be relied and depended on to get the job done
Accountability	A willingness to challenge and be challenged
Commitment	A strong focus on delivering the best outcomes for service users and their families; members; partners; funders; and others involved with NTV. A positive and enthusiastic attitude.

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OTHER REQUIREMENTS

All employees of NTV are required to:

- Adhere to, and comply with NTV's organisational policies, processes and procedures, using appropriate systems where required
- Model the organisation's values and associated behaviours, including a positive contribution to workplace harmony and displaying cooperative team behavior
- Commit to working inclusively with Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse communities, LGBTI people and people with disabilities
- Proactively communicate, identify, report, assess OHS related risks and hazards
- Be legally entitled to work in Australia
- Have a current Australian Police Check (and international where applicable), and current Working With Children Check (applicable roles only)

Signature of Job Holder _____ Date signed _____