

POSITION DESCRIPTION

Position Title	Administration Support Officer		
Team	Diverse Care		
Classification	SCHADS Level 3	Employment Status	Full Time, Fixed Term-6 months
Position reports to	Senior Manager Diverse Care		
Location	Dandenong		
	February 2026		

COMPANY PROFILE

Southern Migrant Resource Centre (SMRC) is a community-based agency providing services to migrants and refugees living in the southern region of Melbourne, including the local government areas of City of Greater Dandenong, City of Casey, Shire of Cardinia, and surrounding suburbs.

SMRC supports the settlement of newly arrived refugees and provides community-based services for migrants and refugees through in-language social and economic participation and health and wellbeing programs.

The Southern Migrant and Refugee Centre (SMRC) commenced operating in 1993 delivering support services for migrants and refugees in the Southern Region of Melbourne. SMRC is governed by an elected Board of Directors and is a registered charitable organisation.

The organisation is a specialist in providing settlement and community services to culturally and linguistically diverse people dedicated to enabling refugees and migrants to achieve their goals and aspirations.

The workforce teams are divided into Health and Wellbeing, Settlement Services, Diverse Care and Corporate Services to ensure a high impact and client centred service.

Joining SMRC will give you the opportunity to develop your career while using your energy and skills to make a difference in the lives of people living in our community.

The CORE VALUES/Unique characteristics are:

- **Integrity** | We are open, honest, and transparent, and consistently strive to do the right thing.
- **Compassion** | We are inclusive and employ empathy, kindness, and a commitment to treating others as equals in all we do.
- **Accountability** | We are individually and collectively responsible and hold each other and ourselves to account for our decisions, actions, performance, and behaviour.
- **Respect** | We embrace diversity, and we respect and value the rights, strength, opinions, and experiences of the individuals and communities with whom we work.
- **Excellence** | We set and achieve ambitious goals and we take pride in the delivery of high-quality services that have a positive impact.

Position Objective

The Administration Support Officer provides dedicated administrative, financial processing, and compliance support to the Diverse Care team, with functional support to the Finance team.

The role is responsible for strengthening operational efficiency, supporting governance requirements, and enabling frontline staff to focus on direct client service delivery. The position also provides 7.6 hours per week of dedicated support to the Finance team, including bank reconciliations and related financial processing functions.

Key Responsibilities

SCHADS Award Characteristics of this level –

- Solves problems of limited difficulties using knowledge and judgment.
- Exercise initiative in the application of established work procedures and also establish goals/objectives and outcomes.
- Provide supervision to Volunteers or lower classified staff in the day-to-day, so that the outcome of the service delivery is met.
- Undertake responsibility for various activities in a specialised area.
- Provide and/or assist with secretarial and/or administrative task.
- Exercise responsibility for a function within the organisation.
- Proficiency with system administration.

Core Responsibilities of the role

- Provide administrative support to the Diverse Care team.
- Provide assistance in the procurement of goods and services, placing of orders, coordinating delivery and distribute to relevant staff
- Maintain accurate stock and procurement records in line with SMRC policies
- Monitor and maintain PPE and consumable stock levels and coordinate the ordering and distribution
- Coordinate ordering and distribution of PPE and essential supplies
- Process invoices in accordance with SMRC financial procedures
- Support invoice reconciliation and follow up outstanding payments
- Manage petty cash processes and acquittals
- Monitor and record client contributions in line with program guidelines
- Provide 7.6 hours per week of dedicated support to the Finance team, including:
 - Bank reconciliations
 - Supporting financial data entry and processing
 - Assisting with month-end administrative requirements
- Active participation in regular supervision meetings with Manager.

Team Responsibilities

- **Accreditation:** Support the program's accreditation process and ensure all services align with both the Aged Care Quality Standards and the Settlement Outcome standards
- **Accountability for KPIs:** Ensure performance meets or exceeds KPIs, aiming for no less than 98% as specified in the service contracts.
- **Team Support:** Assist other team members during high-demand periods or staff absences.
- **Flexible:** takes on different tasks, responsibilities, or perspectives depending on the situation and the team's goals.
- **Cultural awareness:** ability to perceive own cultural beliefs, values, and customs, and to understand how they shape our decisions and behaviour
- **Communication and relationship building** effectively communicates and maintains professional relationships with consumers, staff and key stakeholders
- **Innovation:** demonstrate an innovative approach when responding to consumer choice and decision making
- **Continuous Improvement:** – Contribute to a practice of Continuous Improvement in all areas of work.

- **Consumer confidentiality and dignity** –ensures a culture of inclusion and respect for consumers, supporting consumers to exercise choice and independence and respects consumers’ privacy. Understands systems and policies for protection of consumer
- **Collaboration & Co-Design:** Work with SMRC teams, communities, and agencies to avoid program duplication and co-design initiatives that promote economic/social participation and consumer well-being.

Key Selection Criteria

Qualifications

- Certificate IV in Business Administration, Accounting, or Bookkeeping or
- Demonstrated equivalent experience (3+ years in a similar administrative/finance support role)

Key Knowledge Areas – Role specific

- Demonstrated experience in administrative support within a community services, health, or not-for-profit environment
- Experience in financial administration, including invoice processing and reconciliations
- Experience supporting finance teams with bank reconciliations (desirable)
- Sound understanding of compliance, reporting, and audit requirements within funded programs
- High level of integrity, confidentiality, and ethical practice
- Strong attention to detail and ability to manage competing priorities effectively
- Ability to liaise effectively with program staff, suppliers, finance personnel, and external stakeholders
- Experience managing multiple administrative workflows simultaneously

Key Knowledge Areas – General

- Time Management - Prioritises work; demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met.
- Demonstrates active listening and asks appropriate questions when dealing with clients/members and colleagues, Demonstrate SMRCs Values in all work and communications.
- Written Communication – Prepare accurate reports and documents when required; provide clear, accurate and timely electronic (email) messages and responses.
- Openly shares information, participates and contributes to team discussions.
- Support and maintains a positive approach to change and adapts to new or different ways of working.
- Demonstratable knowledge and experience in delivering exceptional customer service
- Exceptional information technology skills including competency in Microsoft 365 applications, including Outlook, Teams, CRM and CMS systems.
- Data literacy and skills, ability to maintain accurate records Demonstrate SMRCs Values in all work and communications.

Staff reporting to this position

None

Responsibilities & Conditions of Employment

SMRC is an Equal Opportunity Employer (EEO) and encourages applications from people of culturally and linguistically diverse backgrounds, including people from Aboriginal, Torres Strait Island heritage and people with lived experience of disability.

SMRC believes in protecting the safety, rights and wellbeing of children including the expression of cultural beliefs and identity.

SMRC strongly believes in the promotion of gender equality and respect for relationships.

SMRC staff may be invited to represent SMRC in external communications, including but not limited to videos, photos, and interviews. Participation is entirely voluntary. Manages own risk and ensures that risks are identified and reported in own work context.

All SMRC People must

- Contribute to Occupational Health & Safety (OHS) objectives by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Adhere to policies and procedures which aim further culturally safe, inclusive and respectful work practises.
- The staff member may be required to perform other duties as directed, in accordance with training, skills and experience.
- The staff member must comply with child safety standards and policies.
- Participate in professional development by actively participating in staff development workshops and training programs.
- Manage own risk and ensure that risks are identified and reported.

Important Information

SMRC offers:

Salary Sacrifice: Employees have the option to access salary sacrifice through an external provider. Staff on a full time or part time contract can access tax free salary packaging.

Christmas break: SMRC offers all staff time off between Christmas and New Year's Day, up to 3 days leave, without leave loading.

All appointments to the SMRC are subject to the following:

- Police Check (not older than 6 months)
- Employee Working with Children Check (not expired)
- NDIS Worker Screening Check (not expired)

Please visit the SMRC website at www.smrc.org.au or for further information contact the People and Culture Team on 03 9767 1900 or at hr@smrc.org.au.

Employee Signature

I have read, understood and accept the above position description.

Employee Name

Employee Signature

Date

Manager Name

Manager Signature

Date