

Title: General Administration- Office All-Rounder

Position Description No:	167 01	Recruitment No:	10559
Position Based In:	Bendigo	Tenure:	Fulltime – (Time Limited against Parental Leave until 26 June 2026)
Relevant Award	Social, Community, Home Care and Disability Services Industry Award 2010 , underpinned by National Employment Standards (NES). Level 2.3		

1. The Organisation

Golden City Support Services (GCSS) is a community based, not-for-profit organisation that provides a range of support services to people with disabilities and to people recovering from mental illness.

GCSS began in 1979 to enable people with disabilities to live in and be part of, a community, in residential neighbourhoods, in a home similar to other people, with the opportunity to develop independence, personal ambitions, personal relationships and abilities. Today our vision reinforces our tradition.

Our vision is to create an inclusive community where people are supported to have homes in their local communities, develop their own relationships and enjoy the same access to community resources, opportunity to participate and rights as other members of their community.

2. The Role

The Office All-Rounder plays a vital role in ensuring the smooth day-to-day operations of the office. This position is responsible for a wide range of administrative, logistical, and coordination tasks, supporting both internal teams and external stakeholders. The ideal candidate is proactive, highly organised, and capable of managing multiple responsibilities with a positive and professional attitude.

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3. Role Specific Responsibilities

Maintenance & Fleet Coordination

- Work with Reception staff to Respond or respond to daily maintenance requests and coordinate logistics for timely resolution.
- Work with rostering staff to coordinate fleet bookings and maintain accurate scheduling records.
- Arrange fleet servicing, repairs, and ensure compliance with reporting requirements.

Office & Facilities Management

- Oversee general office management including ordering and restocking kitchen and bathroom supplies.
- Coordinate stationery and PPE supplies, including storage organisation and dispensing.
- Maintain cleanliness and organisation of shared spaces including the kitchen and meeting rooms.
- Conduct regular fridge clean-outs and ensure kitchen supplies are well-stocked and orderly.

Front Desk & Administrative Support

- Perform front desk duties including answering phones, greeting visitors, and handling general queries.
- Take messages, manage incoming/outgoing mail, and coordinate postal services.
- Maintain the key register and coordinate access to office assets and rooms.
- Open and close the office daily, ensuring security protocols are followed.
- Unlock garages and rooms as required.

Records & Waste Management

- Coordinate waste disposal including shredding bins and recycling.
- Manage archiving and records coordination in line with company policies.

Meeting & Event Coordination

- Prepare rooms for meetings, including set-up and equipment checks.
- Manage room bookings and ensure availability for internal and external meetings.
- Arrange office social activities such as morning teas and team events.
- Coordinate catering orders for meetings and events.

Administrative Leadership Support

- Support the Leadership Team, including the Executive members, to manage calendar, diaries, invites and emails.
- Coordinate meeting invitations and forward planning of meeting schedules
- Prepare meeting agenda
- Attend meetings and take minutes

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4. The Person

To be considered for this position, you will be able to demonstrate you have strong organisational skills together with the ability to work collaboratively within a team and across teams.

In addition, you will be required to demonstrate:

- Excellent organisational and multitasking skills.
- Strong communication and interpersonal abilities.
- Proficiency in Microsoft Office Suite and general office systems.
- Ability to work independently and as part of a team.
- High attention to detail and commitment to maintaining a tidy and efficient workspace.

Qualifications & Experience

- Previous experience in an administrative or office support role preferred.
- Experience with fleet or facilities coordination is advantageous.

5. General Workplace Requirements

All GCSS employees must commit to the following requirements as a condition of their employment at GCSS:

- Follow the published policies and procedures of Golden City Support Services.
- Operate in an ethical manner in accordance with relevant standards, values and policies that are prescribed by Golden City Support Services including the Golden City Support Services Code of Conduct.
- Comply with the laws of Victoria and the Commonwealth of Australia and other jurisdictions as may be relevant.
- Follow the Golden City Support Services Occupational Health and Safety policies and procedures and operate according to the prescribed 'safe systems of work'.
- Apply the principles and standards outlined in the Golden City Support Services Equal Opportunity, Workplace Bullying, Discrimination, and Sexual Harassment Policies.
- Maintain confidentiality in regard to the people receiving support, families, carers, other staff and the business dealings of Golden City Support Services (including GCSS electronic and printed materials).
- Participate in ongoing quality assurance and independent accreditation assessments.
- Successfully complete the Golden City Support Services Base Training within the first six months of employment.
- Be assessed as competent in performing the responsibilities of this role as defined in section 2 of this position description within the probationary period.
- Hold a current Victorian Driver License (or equivalent permit).

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- Provide and maintain evidence of National Disability Insurance Scheme Worker Screening clearance and not be subject to a Victorian Disability Worker Commission Prohibition Order.
- Be legally able to work in Australia according to the relevant laws of the Commonwealth of Australia.

6. Selection Criteria

6.1 Position Specific Criteria

- Strong organisational and collaborative skills
 - To manage and prioritise work and to be able to identify when further direction or support is required,
 - Work across a number of partly complete tasks,
 - Understand the importance of and be able to collaborate with other staff and external parties
- Interpersonal and communication skills
 - Ability to make people feel welcome and at ease, accurate recording and transfer of information.
- Proficiency in use of Microsoft Office products, and client reporting management systems.
 - Ability to develop Word documentation.
 - Ability to design PowerPoint presentations.
- Data entry speed and accuracy
 - Ability to enter data into various software packages to a high level of accuracy,
 - Ability to identify possible erroneous data and either correct or know when to seek direction.
- Reception experience
 - Experience in operating a multi-line telephone reception and customer counter,
 - Ability to balance customer interface with other auxiliary general clerical tasks,
 - Ability to concisely take messages and organise bookings of resources.

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6.2 Core Criteria

- Upholding Professionalism
 - Upholds ethics and values.
 - Demonstrates integrity.
 - Demonstrates a tolerance for diverse views, values, ethnicity and backgrounds in relation to colleagues, the people we support and their families.
 - Considers professional boundaries in interactions with people we support and families and other stakeholders (i.e. no inappropriate disclosure).
 - Is committed towards the safety and welfare of those we support and other stakeholders.
 - Ensures performance milestones are met against deadlines.
 - Adherence to NDIS Code of Conduct
- Communication
 - Speaks clearly and fluently (using respectful language).
 - Expresses opinions, information and key points of an argument clearly.
 - Structures information to meet the needs and understanding of the intended audience.
 - Follows written instructions with ease.
 - Writes clearly, succinctly and fluently.
 - Uses correct spelling and grammar.
- Working Cooperatively and Collaboratively.
 - Listens to and persuades others; builds consensus and rapport.
 - Obtains cooperation from others to gain information and accomplish goals.
 - Focuses on the desired objectives and ensures negotiations remain on track.
 - Anticipates the positions of other stakeholders and is aware of the extent of potential for compromise.
 - Seeks regular opportunities to receive and provide feedback.
- Demonstrating Resilience.
 - Works productively in a challenging and changing environment.
 - Keeps emotions under control during difficult situations.
 - Balances the demands of work life and personal life.
 - Maintains a positive outlook at work.
 - Open to feedback and learns from it.
 - Refocus effectively following setbacks and challenges.
 - Responds appropriately in challenging situations.
- A lived experience of disability is encouraged

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7. Other Relevant Information

- The salary for this position is prescribed in the Social, Community, Home Care and Disability Services Industry Award 2010. Level 2.3. Salary Packaging available.
- The position is based in Bendigo.
- For this position accrued and to be taken flextime is available, with conditions defined in the employment agreement.
- Acceptance of the position is conditional on the signing of an employment contract which includes a 6-month probationary period.
- Golden City Support Services (including all outside areas) is a smoke-free environment.
- Employment with GCSS is subject to obtaining and maintaining an NDIS Worker Screening clearance. The NDIS Worker Screening clearance is subject to ongoing monitoring against law enforcement and other relevant information. NDIS Worker Screening clearance status can be re-assessed if the Worker Screening Unit (WSU) or the NDIS Commission receive new or updated information that suggests the worker poses a risk to people with a disability. If NDIS Worker Screening clearance is revoked the worker will be unable to continue to work for GCSS. It is the responsibility of the worker to also maintain certain worker screening information as required by the WSU and the NDIS Commission. NDIS Worker Screening clearances expire every five years, and it is the responsibility of the worker to renew the NDIS Worker Screening clearance at the worker's own cost.
- Any other introduced probity check and employment screening requirements that legislative changes may require compliance with.

Applications to be addressed to:

Applications to be emailed to: recruitment@gcss.org.au

Address Line: "Attn. Manager People and Culture "

Closing Date: Close of business 4 September 2025

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