

Operations / Administration Officer

Employer: Victims of Crime NT

Work Type/s: Full Time

Classification/s: Administration Operations and Risk Management

Sector/s: Not For Profit (NFP)

Location: Darwin

Job posted on: 6th August 2019

Bring your sound administrative, organisational and interpersonal skills to the Victims of Crime NT team. This role supports the operations of the Safe At Home and Business Resecure programs.

Remuneration: Social, Community, Home Care and Disability Services Industry Award 2010, Level 3. Salary sacrifice is available

Type of Position: Full time

Purpose of the Role: To provide operational support to the Safe At Home and Business Resecure Programs.

Organisational Environment:

Victims of Crime NT Inc. (VoCNT) is a community organisation, established in 1995 to support victims across the Northern Territory who are affected by crime. Our aim is to assist people to recover, restore and rebuild their lives through the provision of a range of support services. VoCNT also advocates for victims through community education and by ensuring public and government awareness of the needs of victims of crime.

Victims of Crime NT operates in accordance with its Mission Statement, Policy and Operating Principles. All staff and volunteers adhere to Privacy and Confidentiality requirements, a Code of Conduct and actively participate in organisational planning and development.

The Operations Officer reports to the Property Crime Programs Manager, and works collaboratively with all staff and volunteers. The position is based at Level 2, 71 Smith St, Darwin. Organizational vehicles are available during business hours. Occasional use of own car may be required and will be reimbursed as per the award. The organisation offers a supportive team environment and is committed to flexible workplace practices.

Key Responsibilities:

- Provide end to end assistance to clients accessing the Clean up and Resecure (CRP) and Security Improvement Programs (SIP) under the Safe At Home Initiative
- Provide end to end assistance to businesses accessing the Business Resecure Program
- Actively contribute to a positive team culture and a collaborative working environment

Duties

- Act as first point of contact for Safe At Home and Business Resecure programs

- Follow up on formal referrals daily, in conjunction with team members
- Follow procedures to arrange financial assistance for residential and business clients: ensuring eligibility, arranging quotes, contacting suppliers, following up on documentation to progress cases
- Promote the availability of other VoCNT programs to clients where relevant
- Enter all client data and each contact detail into the CDS database in a prompt manner
- Build relationships with suppliers, ensuring they have a commitment to working with vulnerable people
- Maintain a supplier contact list
- Follow up on any outstanding work/client action to ensure cases are completed or closed within two months

Qualifications, Professional Memberships, Experience:

- Minimum Certificate Level qualification in Community Services, Business Administration or related discipline.

Other Requirements:

- Drivers license
- Ochre card and Police check

Selection Criteria:

- Demonstrated client service skills, including the ability to exercise sound judgement and maintain confidentiality
- Proficiency in the Microsoft Office suite of programs
- Ability to show initiative, work independently and as part of a team
- Excellent oral and written communication skills, and the ability to build effective relationships with a range of stakeholders
- Well-developed time management, organisational skills and attention to detail
- Ability to interact effectively and sensitively with victims of crime and people from diverse cultures

How to apply for this job

Please apply for this role by emailing your CV and letter addressing the selection criteria and outlining your suitability for this role (no more than 2 pages) to Mandy Pearce - sah.projects@victimsofcrime.org.au.

Please mark the subject line ***Confidential - Operations Officer application.***

Inquiries can be directed to Mandy Pearce on 89410995.