

Position Description



Position Title:	Supporter Care & Administration Officer
Location:	Malvern
Department	Corporate
Reporting To:	People Operations & Office Manager
Main Purpose of Position:	<p>The Support Care & Administration Officer plays an integral part in driving best-in-class customer service by being the first point of contact between Very Special Kids current and future supporters and stakeholders.</p> <p>This includes engaging, nurturing and retaining our valuable supporter base; handling supporter queries or requests, handling complaints as well as providing administrative support to the Family Support Team and administrative functions of the Malvern office.</p>
Number of Direct Reports	None
Decision Making Authority	As per Very Special Kids' Delegation of Authority
Key Relationships	<p>Internal:</p> <ul style="list-style-type: none"> • VSK Administration team • Family Support Team • Fundraising & Marketing Team • Hospice Team • Corporate Team • Volunteers <p>External:</p> <ul style="list-style-type: none"> • Very Special Kids clients • Holiday accommodation providers • Donors and supporters • Suppliers and contractors • General Public

Key Selection Criteria	<p>Qualifications/ Education Training and Work Experience</p> <ul style="list-style-type: none"> • Certificate studies in Administration will be highly regarded • Demonstrated Customer service engagement experience including resolving queries, meeting KPIs and handling complaints • Proven Office/Facilities Management experience in a SME • Experience with customer relationship management database management including reporting, trouble shooting and training • Demonstrated hands on experience in office management • Supplier relationship experience <p>Knowledge and Skills</p> <ul style="list-style-type: none"> • Intermediate skills in Outlook, Word, Excel, PowerPoint • Records and file management, including electronic files • Warm, genuine and enthusiastic interpersonal and communication skills (written and oral), including being able to communicate effectively at all levels of staff and external stakeholders • Demonstrated ability to manage and support numerous stakeholders to deliver business outcomes within defined timelines • Professional and empathic telephone and greeting manner • Experience with social media platforms is desired <p>Personal Attributes</p> <ul style="list-style-type: none"> • Superior level organisational skills • Ability to work independently and effectively in a small team with minimal supervision • High attention to detail • Ability to prioritise workload and demonstrated ability to meet deadlines • Self-motivated and uses initiative • Problem solving skills • Team player – responsive, flexible and approachable • Values aligned with Very Special Kids values and genuine empathetic regard for people • A genuine interest in process improvement, looks for opportunities to improve operations.
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Key Areas of Responsibility

Supporter Care

Key Performance Indicators

First point of contact for incoming phone calls through reception including donors, families, volunteers and other service providers	All incoming calls handled in a friendly, empathetic and prompt manner.
First point of contact for face to face general enquiries from the public, volunteers, families and visitors.	All visitors are greeted, made to feel welcome and directed to the appropriate person. Merchandise sales processed as required.
Monitor VSK's general info / feedback inbox and action accordingly.	All emails responded and / or actioned within 24 Hours.
Develop, maintain and update donorcare procedures to further strengthen supporter relationships as required.	Donor care procedures documented and up to date.
Accept, thank and process in person and phone donations with grace and accuracy.	Donations processed immediately and accurately.

<p>Receive and action supporter requests including (but not limited to), change of contact or address details, deceased and communications preferences.</p> <p>Coordinate donor Thank You calls as directed by relevant Program Lead.</p> <p>Assist with receipting and generate duplicate receipts when requested.</p> <p>Assist in distribution of donor stewardship communications such as welcome packs, cancellation confirmations and other administration letters as directed by relevant Fundraising Lead.</p>	<p>Action 'Donor Save' options when donors request to be removed from the mailing list or cancel recurring donations.</p> <p>Donor requests actioned on time and records updated correctly in Salesforce.</p> <p>All receipts sent within 24 hours of being processed.</p> <p>Communications sent on time and to a high level of accuracy.</p>
<p>Complaints/Feedback - Act as first respondent to all complaints and feedback. Respond, action, resolve or escalate in accordance to VSK's policy and protocols.</p>	<p>All feedback or complaints responded to, actioned and recorded within agreed timeframes and protocols.</p>
<p>Social Media interaction - Respond to enquiries, comments, and messages. Engage with our audience as directed by the Marketing and Communications team.</p>	<p>Stakeholders responded to in a timely, effective manner and according to approved messaging.</p>
<p>Mail – inbound and outbound physical mail, inbound electronic mail and deliveries</p>	<p>Daily mail opened and sorted according to agreed protocol.</p> <p>Mail systems maintained, invoices reconciled, approved within trading terms.</p> <p>Action all return to sender mail. Coordinate process to contact supporters to update address details.</p>
<p>Supervise and delegate work for reception volunteers</p>	<p>Reception volunteers are engaged and satisfied with their volunteering experience.</p> <p>Volunteer hours are logged in Salesforce.</p>
<p>Gift In Kind – manage, record and report on all GIK requests offered to VSK.</p>	<p>GIK requests managed as per agreed procedures.</p>

Family Support Team Support

Key Performance Indicators

<p>Ensure timely, allocation, transfer and closure procedures for families using client database and wait list spreadsheets.</p>	<p>Ensure all client updates are prioritised and actioned within 5 working days.</p>
<p>Update client data and mailing lists in care management system.</p>	<p>Family records, addresses and contact details updated as required.</p>
<p>Anniversary Card Management</p>	<p>Monthly list generated, circulated to team, and Volunteer arranged to conduct the mailout.</p>
<p>All Team Meeting (alternate fortnights): assist in the preparation of meeting agenda & papers, attend the meeting record and distribute the meeting minutes. Ad hoc catering support for large scale events.</p>	<p>Agenda and papers published at least 4 days prior to meeting. Meeting minutes completed within 3 working days.</p>
<p>Gifts in Kind: manage key relationships and coordinate offers of facials, dinners, free tickets, football and sporting tickets.</p>	<p>Gifts in Kind offered and distributed to identified families in a timely and fair manner.</p>

Holiday Accommodation**Key Performance Indicators**

Management of bookings for family holiday accommodation at Glen Osmond Farm (Woodend) and Annie's Cottage (Bairnsdale) including phone and email enquiries from families.	Responding to phone and email enquiries within 24 hours. Bookings are confirmed and finalised in good time.
Liaise with accommodation representatives, cleaners, property maintenance and other stakeholders. Update them on any issues which arise.	Primary contact for accommodation representatives. Send calendars to cleaner and property representative fortnightly. Maintenance and other issues are dealt with in a timely fashion.
Arrange any new purchases for Glen Osmond Farm and conduct yearly stocktake audit and inventory.	Manchester, kitchen items and supplies maintained at agreed stock levels.
Manage any incidents – reporting, investigation and resolution.	Incidents documented within 48 hours and reported and escalated to relevant stakeholders.
Issue, collate, summarise and distribute electronic feedback forms from families.	Feedback received from families shared with FST Manager and relevant staff.
Participate in Accommodation Working Group and contribute to priorities including reviewing policies and processes related to Glen Osmond Farm and Annie's Cottage.	Attend and contribute to scheduled Working Group meetings. Policies and processes in-line with VSK standards for all accommodation.

Office Administration**Key Performance Indicators**

Work with other administration staff to ensure smooth operation of the organisation.	Participate in administration staff meetings, knowledge shared and staff supported.
Manage petty cash.	Petty cash maintained and balanced monthly.
Vehicle Management – servicing, cleaning, Citylink, RACV, Fleetcards, first aid kits, logbooks.	Cars, Road to Respite Vehicle and Piggy Trailers are maintained as per servicing schedule. Accounts and invoices managed.
Administration Manual and office related policies.	Reviewed and updated in line with VSK review cycle
Oversee the kitchen and administration building communal areas; supplies and equipment ordering, maintenance and cleaning schedule ie. Coffee Machine cleaning, cleaning roster up to date, linen rotation, rubbish removal, newspapers and fridge storage.	Administration building kitchen and communal areas maintained in clean working order.
Review and check contents of Warden Kits and First Aid Kits.	Warden Kits and First Aid Kits in Administration building, Family Support Team building and vehicles are complete and current.

Quality, Safety and Improvement

<p>VSK Employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:</p> <ul style="list-style-type: none"> • Acting in accordance and complying with all relevant Safety and Quality policies and procedures • Identifying risks, reporting and being actively involved in risk mitigation strategies • Participating in and actively contributing to quality improvement programs • Complying with the requirements of the National Safety & Quality Health Service Standards • Complying with all relevant clinical and/or competency standards • Complying with the principles of Patient and Family Centred Care that relate to this position

Conditions of Service	
Hours	Full time 7.5 hours a day Monday to Friday. Position may require out of hours work.
Other	Current driver's licence (if required)
Salary Package	Competitive salary, plus superannuation and salary packaging.
Tenure	Permanent position after completion of six months probationary period.
General	Employment with Very Special Kids will be subject to a satisfactory Police Check and a Working with Children Check.

Privacy Statement: Personal Information may be collected and stored for the purpose of recruitment and selection. The information will only be used and disclosed for the primary purpose of its collection. Some exceptions exist. These may be obtained from the Privacy Officer.

Approvals	
Created by:	Jane Baker and Katrina Hall
Approved by:	Katrina Hall
Date of Last update:	23/06/2021