

**VOLUNTEER FIRE BRIGADES VICTORIA  
ROLE DESCRIPTION**

<b>Position Title:</b>	VFBV Administration Support Officer	<b>Location:</b>	9/24 Lakeside Drive, Burwood
<b>Reports To:</b>	Finance/Administration Officer	<b>Hours:</b>	9am to 5pm
<b>Remuneration:</b>	<b>Circa \$50,000 to \$55,000</b>	<b>Positions reporting to this position:</b>	None

VFBV is the voice of CFA volunteers and is established under the CFA Act to represent all CFA volunteers to the CFA Board & Management; Government; Minister & Members of Parliament; councils and municipalities; businesses and the general public.

**Primary Purpose of the Role:**

Working as part of the VFBV team to provide responsive and effective reception, administrative and office support.

**Duties and Accountabilities:**

**Reception**

- Reception duties including receipt of incoming calls, communicating messages, welcoming visitors and assisting with resolution of queries and co-ordination of couriers/deliveries.
- Provision of excellent customer service to members, stakeholders and the public, including effective and efficient follow up of requests for assistance, co-ordination of meetings/events and provision of advice and information.

**Information and File Management**

- Open, sort, log and distribute incoming and outgoing mail and maintain the correspondence register.
- Filing, information retrieval and records management.
- Database management for members, key stakeholders, supporters
- Assist with monitoring of media (including newspapers radio, television and social media) for items of importance to VFBV and storing for future retrieval

**Administration and Office Support**

- Administration support to VFBV team (including staff and volunteers) ensuring administrative requirements are supported in an efficient and effective manner with appropriate prioritisation of issues.
- Assist in the preparation of day to day correspondence and documents such as letters, memo's, presentations, reports, and minutes
- Assist with coordination of the various arrangements for VFBV Management, Delegates and staff including travel, scheduling of regular and other meetings and appointments.
- Provide support to meetings, events/forums (including committees and District Council meetings) including, organising and scheduling, assisting in agenda preparation, venue and catering requirements, minute taking and any follow up required.

- Assist with administration support of CFA/VFBV State Championships and events.
- Manage the purchasing and distribution of merchandise including VFBV awards for Brigades and Auxiliaries. Liaise with merchandise suppliers and assist with merchandise member queries.
- Co-ordinate invitations received for events and presentations.
- Providing administration support to Finance Officer including processing of cheques into MYOB and monthly collection of staff debit card receipts and confirming supporting documentation.
- Provide first point of call for I.T. assistance to VFBV team and VFBV Delegates and escalate as required.
- Assist with mail-outs, newsletters and postage processes.

### **Issues Research and Member Surveys**

- Assist with specific issues research and/or analysis as directed including collation of information and documents to support the research
- Assist with maintaining and updating VFBV electronic systems including social media.

### **Member Support**

- Develop and maintain an effective and co-operative relationship with members ensuring that matters raised are referred appropriately and dealt with in a responsive (and when appropriate confidential and discreet), timely and professional manner.
- Assist VFBV Board, management and staff to coordinate support to members, track progress on action items and maintain relevant communication data bases.
- Provide assistance to VFBV team in the affiliation process by
  - maintaining the affiliation membership register
  - monitoring affiliation status
  - support VFBV's digital member engagement activities
- Triaging member enquiries including for the VFBV Welfare Fund

### **General**

- Monitoring and ordering of stationery supplies, envelopes and letterhead
- Maintain kitchen and monitor and purchase of kitchen supplies
- Monitor and maintain office equipment
- Assist with issue and management of VFBV equipment (keys, IT equipment etc).
- Assist with follow up of building maintenance issues.
- Banking
- Other related duties as requested

**Key Selection Criteria:**

- Relevant administration or secretarial skills and experience
- Excellent interpersonal skills and an ability to build good working relationships with members.
- Excellent communication and customer service skills
- Demonstrated organisational and time-management skills
- Ability to work proactively, with minimal supervision and direction
- Ability to work effectively as a member of a team
- Ability to draft standard documents, correspondence and reports to a professional standard
- Excellent computer literacy skills (including MS Office), with knowledge of financial systems an advantage
- Current Victorian Drivers Licence, and you will be required to complete both a Police and Working with Children Check.

**Key Performance Measures**

- Effective and accurate dispatch of all incoming calls, queries and distribution of messages.
- General word processing and data entry duties are completed efficiently, accurately and met timeframes.
- All registers are current and up to date
- Cost effective ordering and maintenance of stationery levels and office supplies are carried out.
- Co-ordination of the purchasing and distribution of awards to ensure availability when required for presentations.
- Professionalism and confidentiality when dealing with members maintained at all times.
- Filing, retrieval of documents and tracking of issues performed efficiently and accurately.
- Efficient and satisfactory resolution of customer/member enquiries

**Other Relevant Information:**

- Incorporate VFBV Safety First culture into all work activities that are to be carried out in accordance with OHS policies, procedures and regulations.
- Act in a manner that demonstrates a commitment to recognition of differences, fairness and respect towards colleagues ensuring that all activities are carried out in accordance with VFBV policies, procedures and regulations.
- An understanding of CFA and/or experience in volunteer based organisations will be highly regarded.
- Provide on call support during peak times as required.
- Occasional weekend and evening work may be required.
- Travel within Victoria may be required.

**Prepared By:** VFBV CEO**Date:** 5/4/22