



Queensland Police - Citizens Youth Welfare Association

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POSITION DESCRIPTION

Overview of Police Citizens Youth Clubs Network

The Queensland Police-Citizens Youth Welfare Association (QPCYWA) is a community-based organisation concerned with the development of youth through the provision of sporting and recreational activities. The QPCYWA has established forty-seven (47) Police-Citizens Youth Clubs (PCYCs) throughout the State and now has an active membership in excess of seventy thousand [70,000] members state-wide. As a registered, not-for-profit, charitable organisation, the QPCYWA relies upon income from activity attendances, fund raising, community support, grants and subsidies in order to operate. Its affiliation with the Queensland Police Service provides a unique link between Queensland Police and our supporting communities.

Police Citizens Youth Clubs (PCYCs) deliver youth sport and recreation activities and support the welfare needs of youths and their communities. We have the valued support of many local and state-based business organisations and work in close cooperation with Local, State and Federal Government community development -oriented agencies.

PCYCs – Enhancing Queensland Communities Through Youth Development

POSITION OBJECTIVE

BRANCH ADMINISTRATION OFFICER/ BOOKKEEPER

Position Objective: The primary responsibility of the Branch Administration Officer (BAO) is to ensure accurate, timely financial administration of the Branch and provide accurate, on-time *MYOB* financial processing and reporting to State Office, on a daily and monthly basis. The BAO is also responsible for accurately maintaining the Branch's *Gladstone* Point of Sale human resource and administrative information systems and processes. All Branch systems and performance are subject to regular internal and external audit.

The BAO also supports the Branch Manager in daily operational management of the Branch, its staff and volunteers, and various activities. This role requires comprehensive knowledge of all Branch services, activities and operations, excellent people and self management skills, and attention to detail.

While representative of the duties and responsibilities of the role, this Position Description does not imply that there are the only duties to be performed. The employee may be required to follow any other lawful instructions and to perform any other duties reasonably requested and within the assessed skills of the employee.

Work Skills Required: Financial administration, office management, staff supervision, customer service.

Position Title: Branch Administration Officer Fixed Term (12 months)	Unit / Branch / Division: Cooktown PCYC	Type of Employment: Full-Time, Fixed Term (12 months) 38 hours to be worked Monday to Friday, between 6am and 6.30pm. May also include some weekend work.	Remuneration Package Details: \$25.00 gross per hour Salary packaging upon satisfactory work performance	Roles Reporting To This One: Nil ¹
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¹ May supervise voluntary staff, as required.

Key Accountabilities		
Critical Success Factors	Major Activities	Performance Result
Job Competency	<ul style="list-style-type: none"> ▪ Coordinate the preparation of Management Committee packages and assigned tasks arising from Committee meetings ▪ Manage the canteen and undertake stock-take reconciliations ▪ Effectively manage inwards/outwards correspondence ▪ Ensure End of Month (EOM) and End of Financial Year (EOY) reporting is accurate and on time ▪ Accurate and timely financial management of Branch cash assets including operation and reconciliation of POS ▪ Supervise the performance of subordinate staff and/or volunteers ▪ Provide administrative support to childcare operations ▪ Ensure hall hires and facility usage is in accordance with Company risk management requirements ▪ Competent operation of <i>MYOB</i> and Microsoft <i>Office</i> software, particularly Word and Excel. ▪ Competency on <i>Gladstone</i> Point of Sale (POS). ▪ Implement effective office administration procedures to ensure the Branch satisfies Company and statutory reporting and operating requirements ▪ Train and mentor staff in <i>MYOB</i> and other relevant business packages ▪ Administrative support to the Branch Manager ▪ Other suitable duties that may be directed from time to time 	<ul style="list-style-type: none"> ▪ Prepare and distribute Committee Packages at least 7 calendar days before the Committee Meeting ▪ Branch Minutes Package forwarded to State Office within 7 calendar days of the Committee meeting ▪ Canteen control procedures and stock-take are accurate and Canteen Report prepared monthly ▪ Inwards/Outwards Mail is registered and actioned in a prompt manner ▪ EOM and EOY reporting for GST, Group Tax, Superannuation, Childcare and Employees is accurate and forwarded to State Office on time and in the required formats ▪ Employee wages are accurately prepared and forwarded to State Office as required ▪ Accounts Payable and Receivable are accurately processed ▪ Banking of monies received complies with Company Procedures ▪ Supervision of staff (employees and volunteers) complies with Company employment practices and the Code of Conduct ▪ Point of Sale (POS) System operations are accurate and timely ▪ Administrative support to childcare operations is effective, timely and accurate ▪ Staff are adequately trained in company software packages and administrative procedures ▪ Branch Risk Management strategies are effective ▪ Evidence of use of Company policies, procedures and templates ▪ Facility management and usage is effective ▪ Grant acquittals, hall and facility hire complies with Company requirements ▪ Demonstrated effective self- and office management
Customer Service & Client Management	<ul style="list-style-type: none"> ▪ Maintain good working relationships with staff, patrons, customers, Company and community representatives ▪ Respond to enquiries from Branch and Company staff, Branch members, community representatives and visitors in an effective and timely manner ▪ Provision of competent and confidential administrative support to the Branch Manager and Management Committee. 	<ul style="list-style-type: none"> ▪ Customer satisfaction with services provided ▪ Feedback received from clients/ customers ▪ Responses to client enquiries within 24 hours, or, if a complex matter, clients are advised of estimated response time ▪ Maintenance of privacy and confidentiality of commercial, personal and operational information

Teamwork	<ul style="list-style-type: none"> ▪ Guide and support other Branch staff to deliver approved services and activities ▪ Information to facilitate informed decision-making is prepared and shared with Manager and other staff as required ▪ Model Code of Conduct behaviours by working cooperatively and effectively with colleagues ▪ Effectively supervise staff and volunteers ▪ Contribute to continuous improvement in Branch operations and customer services ▪ Other suitable duties as may be directed from time to time 	<ul style="list-style-type: none"> ▪ Feedback from colleagues ▪ Support the Branch Manager and other supervisors by sharing information in a timely and appropriate manner ▪ Contribute positively to team and workplace effectiveness and harmony ▪ Staff performance and feedback ▪ Evidence of improvement from lessons learnt
Safe System of Work	<ul style="list-style-type: none"> ▪ Understands and complies with PCYC Workplace Health and Safety policies and procedures ▪ Works in a safe manner and in compliance with approved, safe work practices ▪ Implements and maintains safe work systems and workplace environment ▪ Accepts personal responsibility for maintaining a safe workplace and work practices 	<ul style="list-style-type: none"> ▪ Work is performed safely ▪ Identifies hazards within the workplace ▪ Actively participates in health and safety discussions at staff meetings ▪ Reports workplace occurrences, injuries and/or illnesses as required ▪ Proactively resolves workplace health and safety issues
Challenges: <ul style="list-style-type: none"> ▪ Need to be flexible and multi-task in a busy and demanding work environment where accuracy and proficiency in computerised management information systems is essential ▪ Actively support the Manager to administer a busy sports and recreation facility and deal with a variety of work including office management, cash management and balancing, customer service, safety, and supervising staff and volunteers ▪ Need to ensure accuracy in work performed ▪ Compliance with Company and Branch policies and practices 		Key Communications / Interactions: Internal <ul style="list-style-type: none"> ▪ Immediately respond to Branch Manager's and/or State Office needs and concerns to ensure quality of service meets required standards External, as required: <ul style="list-style-type: none"> ▪ Branch members, Business/ QPS/ Government representatives on matters of interest/business
Key Selection Criteria MANDATORY <ol style="list-style-type: none"> 1. Eligibility for a Children's Commission's Suitability Notice/Blue Card² and satisfactory DSQ/ QPS criminal history check 2. Knowledge of, and demonstrated experience in <i>MYOB</i> or other contemporary business computerised accounting package – recording and monitoring financial transactions, preparing and analysing reports and self-auditing 3. Possession of a Certificate IV in Financial Services (Accounting) (FNS40604) or superior academic financial management/accounting qualification (or commitment to enrol and complete this qualification within 24 months of commencement of employment) HIGHLY DESIRABLE <ol style="list-style-type: none"> 4. Demonstrated effective office management skills in a busy commercial environment, including MS Office, maintaining human resource and administrative information systems and processes 5. Excellent people and self management skills, with the ability to prioritise tasks, achieve outcomes and manage a small team 6. Well developed written and oral communication skills 		

The terms and conditions of this position are regulated by the QPCYWA Collective Agreement 2009-2014

HR Review / Approval Date: February 2012

²Obtainable by applying to Queensland Commission for Young Children, see <http://www.ccypcg.qld.gov.au/employment/>