



POSITION DESCRIPTION

POSITION TITLE	Finance, Membership and Corporate Services Officer
CLASSIFICATION	Social, Community, Home Care and Disability Services Industry Award 2010 Social and Community Services Employee Level 4

LGBTIQ+ Health Australia (LHA) is the national peak health organisation in Australia, supporting healthy lesbian, gay, bisexual, trans/transgender, intersex, queer and other sexuality, gender, and bodily diverse people and communities throughout Australia and the world, free from stigma and discrimination.

TEAM DESCRIPTION

The Corporate Services team has responsibility of the operational functions of LGBTIQ+ Health Australia (LHA). This includes and is not limited to governance and legal compliance, human resource management, financial management, undertaking of all administrative tasks, management of LHA's members and the membership program, and ensuring that all LHA's IT requirements are tended to. In addition, the Corporate Services team provides secretariat support to the Board of Governance and some administrative support to the Chief Executive Officer.

ROLE OBJECTIVE

The Finance, Membership and Corporate Services Officer role provides administrative, operational, and financial administrative support to ensure that LHA operates legally and consistently and to support the program staff to maximise efficiencies and organisational standards.

All roles at LHA place the needs of LGBTIQ+ Aboriginal and Torres Strait Islanders, BrotherBoys and SisterGirls as a priority across all our programs. It is a requirement that all staff ensure that all aspects of their work that LGBTIQ+ Aboriginal and Torres Strait Islanders, BrotherBoys and SisterGirls are considered and incorporated.

REPORTING STRUCTURE

This position reports to the Corporate Services Executive Director.

No direct reports.

PRINCIPAL DUTIES

Financial Administration

- Assist the Corporate Services Executive Director and team to liaise with the external accountancy service as required, for financial administration and transaction processing.
- Prepare the weekly creditors' payment run.
- Prepare the fortnightly wages documentation, receive approval from the Corporate Services Executive Director and send to the external accountancy provider for processing.
- Complete the monthly update of financial actuals into program budgets and work plans.
- Facilitate purchasing approvals and place orders as directed.
- Administer and process financial paperwork in a timely and efficient manner.
- Process accounts receivable, membership payments and donations as required.
- Maintain customer and supplier records for accuracy.



- Liaise and communicate with customers, members, and suppliers regarding financial transactions.
- Follow-up transactional information prepared and submitted by other personnel for accuracy and amend as required.

Organisational Administration

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- Administer day-to-day office activities, including room bookings, postage, courier, CabCharges and vouchers.
- Maintain and organise electronic filing systems and identify information technology improvements as required.
- Administer and arrange LHA events, trainings and meetings, including travel and accommodation bookings for staff and external participants as required.
- Order office and merchandise supplies as required.
- Assist the Corporate Services Director and team in duties related to co-share office management.
- Generally assist the Corporate Services Director and team in managing LHA's operations.
- Assist LHA's Program Managers when required.
- Answer telephone calls and respond to external messages and emails to LHA as required.
- Maintain equipment and tidy storage areas as required.
- Monitor and where applicable respond to the info@lgbtiqhealth.org.au inbox.

Membership Program

- Assist to implement the LHA Membership Benefits Program.
- Oversee the management of Full Member Leadership meetings, including minute taking within the LHA meeting portal, Our Cat Herder (OCH).
- Undertake activities and support initiatives, processes and communications to grow membership numbers.
- Assist and undertake membership administrative tasks in relation to joining, membership payments and fees, and maintain the Member Register system/database.
- Undertake and complete processes for the timely and efficient acknowledgement of membership applications, approvals and distribution of welcome packs.
- Under the direction of the communications function, assist to coordinate and deliver effective communications and follow-up to current and prospective members.
- Directly speak and write to current and prospective members, advocating the benefits of becoming a member of LHA, and facilitating the membership process.
- Provide excellent customer service to members, both over the telephone and in-writing.

Maintain performance and professional development

- Participate in team meetings and activities.
- Undertake on-the-job training and tailored courses to increase knowledge and skills in relation to governance, human resources, and finance, as identified and determined.
- Participate in supervision and performance review.
- Attend mandatory training as required.
- Manage workload to meet outcomes in required timeframes and seek support when required.
- Work effectively in a team environment.

Other duties and responsibilities



- This position may involve work outside normal business hours, eg. occasional evening teleconferences and work required to meet critical deadlines.
- Maintain a clean and safe workspace and abide by workplace health and safety policies and all LHA policies and procedures.
- Willingness to travel within Australia.
- Undertake other tasks as directed.
- Adopt continuous learning and improvement processes in all aspects of the position.
- Understand, implement, participate, and promote Organisational Policies and Procedures and Workplace Health and Safety (WHS) objectives, processes, and procedures.
- Identify and report issues as they arise.

KEY SKILLS & EXPERIENCE

Qualifications

- At least 3 years' experience of office or business administration, accounting, governance and compliance or other relevant fields.

Experience Required

- Experience working effectively and collaboratively in a small team environment, with minimal supervision.
- Experience and understanding of legislative and compliance requirements for a company limited by guarantee with charitable status.
- Experience working with and meeting the requirements of regulatory bodies.
- Experience working with and understanding the SCHADS Award 2010 or a similar industrial award.
- Demonstrated understanding of and commitment to the health and human rights of LGBTIQ+ people and communities.
- Experience in providing support to committees, including the preparation of complex meetings schedules, agendas and minute taking.
- Demonstrated experience of working in environments where a high degree of judgement, initiative, confidentiality and sensitivity is required.

Computer Skills

- Experience and good working knowledge of Microsoft Office (Outlook, Word, Excel, and PowerPoint), Microsoft Teams, Planner and SharePoint.
- Practical experience using XERO Accounting System or similar.
- Experience with customer databases, membership systems and survey tools.

Aptitude & Interpersonal Skills

- Good oral and written communication skills.
- Excellent administrative and organisational skills and the ability to work with a demanding workload in a timely way.
- A range of administrative skills such as accuracy and attention to detail, problem-solving skills and excellent verbal and written communication skills.
- Strong initiative and self-motivation and ability to work autonomously and as part of a team.
- Commitment to the principles of equal opportunity, workplace diversity and industrial democracy.



- Knowledge and experience of financial administrative procedures and financial systems.
- Capacity to work productively in a team both with LHA, and its Member Organisations.
- Ability to prioritise activities to perform effectively.
- Demonstrated ability to work in a flexible and evolving environment and coordinate competing activities to achieve organisational outcomes.

KEY PERFORMANCE INDICATORS (KPIs)

- Satisfactory achievement of ongoing targets, goals and objectives as set and agreed with the Executive Director Corporate Services.
- Accuracy of data entry, filing, documentation and information management within the LHA's databases and systems.
- Responding to and answering telephone calls, enquiries and emails within set timeframes and managed in accordance with LHA standards.
- Preparing, completing, and submitting documentation and reports in accordance with LHA standards and timeframes.
- Following instructions and completing tasks in a timely, accurate and efficient manner which meet the requirements of the organisation, members and required regulatory standards.
- Activities undertaken are fully compliant with statutory, commercial, and legal requirements.
- Ensure that performance reviews are completed within set timeframes.
- Following, utilising, and promoting Organisational Policies and Procedures, Organisational Core Values and Work Health and Safety (WHS) requirements.

Signed by the Corporate Services Director:

Date:

Signed by Employee: _____ Date: _____