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## Business Services Coordinator

### About Peppercorn Services

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Since 2001 Peppercorn has provided services to a wide demographic of people across the Hawkesbury and surrounding areas. Peppercorn's purpose is to enrich lives, through connections, partnerships and opportunities. Our services are underpinned by our value of trust, care, respect, agility and continuous improvement.

### Position Purpose

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The Business Services Coordinator is responsible for the coordination and completion of a broad range of business activities to help ensure a high level of customer service (both internally and externally), efficient operations of Peppercorn and a warm, friendly and inclusive environment for all.

### Organisational Relationships

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<b>Reports to</b>	Finance and Business Analyst Partner
<b>Direct Reports</b>	Admin Assistance Volunteers
<b>Delegation</b>	Coordinator

### Primary Objectives

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The primary objectives of the Business Services Coordinator is to:

- Provide exceptional customer service (including supervision/ manning of reception, providing detailed information on Peppercorn's services; managing hire requests of Peppercorn areas);
- Coordinate and ensure completion of day-to-day administration functions (including accounts payable, accounts receivable, data files and minute taking where needed);
- Support human resource activities (including recruitment advertising, onboarding, employment documentation, employee recordkeeping, payroll processing and probity checks);
- Support marketing and communication delivery (including website maintenance, online social media is relevant and all sites stocked with marketing materials).
- Coordinate worksite WHS, maintenance and supplies

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**Key Responsibilities or Accountabilities**

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KRA	Specific Tasks, Responsibilities and Outcomes
<b>Mission, Values and Behaviours</b>	<ul style="list-style-type: none"> <li>• Actively promote the Mission, Vision, Values and Strategy of Peppercorn Services.</li> <li>• Actively follow Peppercorn’s Code of Conduct.</li> <li>• Comply with the requirements of Peppercorns Policies &amp; Procedures.</li> <li>• Take appropriate action to ensure a workplace free from corruption, maladministration and serious and substantial waste.</li> </ul>
<b>Risk Management and Business Compliance</b>	<ul style="list-style-type: none"> <li>• Maintain service operations in accordance with legislation, regulations, standards, guidelines and contracts.</li> <li>• Compile operation, performance contractual and financial reports accurately and within required timeframes.</li> <li>• Ensure data and information systems are maintained accurately at all times.</li> </ul>
<b>Work Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Immediately cease, and report, any workplace activity (including that of other persons) which presents an immediate risk to safety, property or environment to your supervisor.</li> <li>• Follow all company instructions and directions in relation to workplace health and safety.</li> <li>• Undertake work in a safe manner to ensure personal health and safety, and that of others including other employees, clients, contractors, the public and visitors.</li> <li>• Ensure actions (or lack of) do not impact negatively on the health and safety of any fellow employee, client, public, contractor or visitor.</li> <li>• Ensure incidents and hazards are identified, reported, controlled.</li> </ul>
<b>Quality Management and Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Actively participate in the development, implementation, and evaluation of quality management strategies to ensure that quality standards and service goals are met.</li> <li>• Actively participate in development and review of Peppercorn Policies &amp; Procedures.</li> <li>• Monitor and undertake continuous improvement activities against program performance in accordance with contractual requirements and best practice standards.</li> <li>• Ensure feedback, complaints, incidents and compliments are reported, responded to and reviewed in accordance with relevant policies and procedures.</li> <li>• Where gaps are identified, document, action and review continuous improvement activities.</li> </ul>

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**Relationships and Teamwork**

- Willingly ask for help, guidance, or insight from other workers.
- Actively develop positive relationships with peers, other employees and volunteers, and stakeholders.
- Contribute to team meetings that are purposeful, collaborative and documented with clear objectives and outcomes.

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**Professional Development**

- Attend regular supervision and annual performance reviews with direct line supervisor.
- Actively engage with professional development activities as approved or instructed by direct line supervisor.
- Participate in mandatory training and undertake professional development opportunities when presented.
- Maintain professional knowledge and skills by attending relevant conferences, workshops, courses, and training, and reviewing recent literature.
- Engage in regular reflection of work practice and team relationships.

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**Customer Service, Marketing and Communications**

- Ensure all interactions within the community portray Peppercorn as a professional and caring provider with a high standard of customer service.
- Build and support relationships with key stakeholders.
- Answer phones in a professional manner, take and relay phone messages or transfer calls as needed, and ensure new contacts are saved in the system
- Coordinate communications and social media activity via selected channels such as LinkedIn, Facebook, Instagram
- Manage and update Peppercorn's website
- Assist with the compilation of the organisation's newsletter
- Track and report on effectiveness of social media and website posts
- Assist with the coordination and preparation of community events
- Review marketing collateral to ensure material is consistent with the style guide

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**Office Coordination and Administration**

- Perform general office reception and administration duties (mail, minutes, inbox, scanning, copying, filing etc)
- Manage general housekeeping, including keeping kitchen stocked at all times, office tidy and manage the contract cleaners
- Ensure all current sign in/out procedures are maintained
- Assist all team members in day to day/adhoc administration duties
- Keep track of stock levels and inventory e.g. Office stationary, It equipment, uniforms, staff amenities, PPE etc.
- Maintain Peppercorn's Document Control system to ensure accurate and up to date records
- Manage records retention and archiving systems
- Maintain Peppercorn's membership register
- Coordinate WHS Site inspections and maintenance requests across all worksites

**Accounts**

- Accounts payable and receivable functions
- Assist with payroll by preparing and processing wages using MYOB
- Report on and manage debtors
- Conduct monthly reconciliation of corporate cards, Electronic Funds Transfer Point of Sale (EFTPOS) systems and bank reconciliation with accounts
- Generate invoices for services rendered including client billing and service claiming for services rendered
- Oversee financial systems management including the creating and cessation of staff and customer records as appropriate
- Assist with month end preparation and yearly auditing
- Coordinate the compliance and renewal of building licence and lease agreements, supplier contracts, centre/room hire agreements and contractor agreements

**Human Resources**

- Ensure employee, volunteer and contractor records management are up to date and complete
- Verify probity checks prior to team member employment and before expiry
- Assist with recruitment advertising and shortlisting of candidates if required
- Coordinate the Safety Team and monthly Safety Inspections and assist with resolving issues identified.
- In conjunction with the leadership team, assist with internal communications across the organisation
- Coordination Workers Compensation Return to Work support and administration

**Knowledge/ Skills/ Experience/ Qualifications**  
*(Key Selection Criteria)*

**Essential**

- Demonstrated experience in bookkeeping, accounts and payroll
- Demonstrated experience in office administration
- Demonstrated knowledge and competence in the use of Microsoft Office, MYOB and customer databases
- Demonstrated ability to sensitively engage and communicate with a diverse range of people
- Experience with implementing process improvements
- Demonstrated competence in accurate record keeping
- A National Criminal History Check and Working with Children check must be completed and cleared before employment may commence

**Desirable**

- Experience working as an Executive Assistant or in Human Resources
- Understanding of the human services industry

**Award and Classification**

**Award**

Social, Community, Home Care and Disability Services Industry Award 2010

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<b>Classification</b>	Level 4
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**Current Incumbent**

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**Name**

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**Acknowledgement:**

I accept the position description as stated above and understand that this position description supports my Employment Agreement.

I understand and accept that the position description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to the position description will be consistent with the purpose for which the position was established.

I understand and accept that this position description will be reviewed annually at the time of my performance review to ensure it accurately reflects the needs of the business.

I understand and accept that I may be required to perform duties and accept responsibilities from time to time that are not included in this position description to meet the operational needs of Peppercorn, as long as the additional duties and responsibilities are within my capacity, capability, expertise, skills and knowledge.

I understand and accept that Peppercorn may provide further training to ensure my continued competence and ability perform these duties, and that I will willingly undertake this continuing professional development.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Managers Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_