

POSITION DESCRIPTION

Business Support Officer

Position Objective

To provide high quality business support to the Australian Federation of AIDS Organisations (AFAO) while continuously developing and improving AFAO's business processes.

Reporting Structure

This position reports directly to the Manager, Business Operations. No subordinates report directly to this position.

Organisational Context

AFAO leads the national effort to end HIV on behalf of its member organisations who represent the diverse communities most affected by HIV – lesbian, gay, bisexual, transgender and intersex communities, sex workers, people who inject drugs, people with HIV and Aboriginal and Torres Strait Islander communities. Our close connections with our communities provide us with rapid intelligence on changes in Australia's HIV epidemic, allow us to mobilise and respond quickly and to act as a trusted communication channel to government, research and clinical partners. Internationally, AFAO contributes to the development of effective HIV policy and programs in the Asia Pacific region, fosters the development of regional and country-level community responses to HIV, and represents Australia's community response to HIV in global forums.

AFAO's members are the AIDS Councils in each State and Territory, the National Association of People Living with HIV Australia (NAPWHA), the Australian Injecting and Illicit Drug Users League (AIVL), the Anwernekenhe National Aboriginal and Torres Strait Islander HIV/AIDS Alliance (ANA) and Scarlet Alliance, the Australian Sex Workers Association. AFAO's affiliate members are Positive Life NSW, the Bobby Goldsmith Foundation and the New Zealand AIDS Foundation.

Principal Duties

- Provide high quality business support to the organisation, including administrative, finance, human resources, facilities, and other business support.
- Undertake Accounts Payable functions, including general ledger coding of invoices, the processing of creditor payments using online banking and relevant data entry into AFAO's accounting system
- Organise and manage fund transfers to AFAO Foundation in Bangkok and the International project partners overseas through AFAO appointed FX agent
- Undertake payroll functions including processing fortnightly payroll, updating staff timesheets, processing payroll journals into the accounting system and liaison with AFAO payroll provider
- Process transactions for payroll tax, deductions, GST and provide relevant information to external parties in a timely, accurate and efficient manner.
- Undertake Accounts Receivable functions including banking, invoicing and relevant data entry into AFAO's accounting system
- Process month end journals, adjustments and depreciation entries
- Provide support and advice to AFAO's finance team in Bangkok.

- Prepare and maintain accounting files, reports and summaries, including but not limited to banking reports and statements.
- Undertake reconciliation of corporate Credit Cards and Cab Charge account.
- Manage petty cash.
- Maintain all employee payroll records including salary details and leave records, and HR files
- Assist Manager, Business Operations on preparation of budgets, the Business Activity Statement (BAS) returns, monthly financial reports, annual statutory reports and grant acquittals.
- Undertake reception duties over the phone and face-to-face.
- Coordinate travel requirements, including flights and accommodation, meetings and training and development courses.
- Perform general administration tasks including filing, data entry, mails and couriers as required
- Replenish office consumables including stationery, staff amenities and arrange catering for meetings
- Coordinate and undertake building and equipment maintenance, cleaning and upkeep of the office.
- Monitor Work Health and Safety (WHS) administration, management and reporting.
- Adopt continuous learning and improvement processes in all aspects of the position.
- Understand, implement, participate and promote AFAO's business processes, policies and procedures, and WHS objectives, processes and procedures.
- Perform other appropriate duties and responsibilities as assigned by the Manager, Business Operations.

Challenges and Problem Solving

Challenges faced by the position that the position-holder will be expected to be able manage include:

- Working across a wide range of business support functions in a fast paced environment.
- Making good judgements about priorities and managing those priorities so that deadlines are met.

Decision Making

The role of the Business Support Officer is critical to AFAO's success.

The Business Support Officer makes routine day to day decisions about work priorities, guided by an annual work plan that is approved by the Manager, Business Operations.

The Business Support Officer works with the Manager, Business Support, to make decisions on more complex or sensitive business matters, and to manage priorities during busy periods.

In exercising their responsibilities, the Business Support Officer is bound by AFAO's Code of Conduct and policies and procedures.

Performance Review

The Business Support Officer will participate in an annual work planning and performance appraisal process for this role with the Manager, Business Operations.

Key Performance Indicators for the role will include:

- Payroll and accounting functions are undertaken in compliance and accordance with relevant legislation, standards and procedures.
- Accuracy of data entry, accounts, filing, documentation and information management.
- Client service and satisfaction, servicing both internal staff and external stakeholders.
- Following of instructions and completion of tasks in a timely, accurate and efficient manner.
- Important deadlines are met.

Skills, Experience and Education

- Minimum two years' general accounting and office administration experience, preferably within not-for-profit sector.
- Post-Secondary qualification in Accounting or Business Administration.
- Previous experience and proficiency working with accounting packages. Experience with account system 'XERO' is desirable.
- Good understanding of accounting principles including accrual accounting, reconciliations, general ledgers, payroll management and preparedness to learn more complex functions and principles
- Intermediate Microsoft Office skills (including Word, Excel and PowerPoint).
- Ability to use own initiative and handle multiple tasks.
- Ability to work well both within a team environment and autonomously.
- High level of organisational and coordination skills.
- Excellent written and verbal communication skills.
- Excellent attention to detail.
- High degree of confidentiality.
- Ability to meet deadlines without compromising accuracy.
- Customer service orientation.