

# Position Description

## Position details

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<b>Position title</b>	Office Manager
<b>Site</b>	SANE Australia - Melbourne Office - 120 Clarendon St, Southbank, VIC 3006, Australia
<b>Team/department</b>	Operations and Development
<b>Employment status</b>	Part time
<b>How many hours?</b>	0.8 FTE (can be worked over 5 days)
<b>Employment type</b>	Permanent

## Reporting relationships

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**Reports to** Executive Assistant

**Review managed by** Chief Operating Officer

## Position purpose

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SANE Australia is a national mental health organisation working to promote the wellbeing of the four million Australians affected by complex mental illness, including schizophrenia, bipolar, personality disorders, eating disorders, PTSD, and severe and enduring mood and anxiety disorders.

We do this through initiatives that aim to provide Better Support, Stronger Connections, Less Discrimination and Longer Lives for people impacted by complex mental illness. Everything we do is underpinned by robust and rigorous research, supported by SANE's Anne Deveson Research Centre.

Our Vision: An Australia where everyone affected by mental illness lives a long and fulfilling life.

Our Mission: Promoting the wellbeing of people affected by complex mental illness.

Our Values: Respect - Responsibility - Innovation - Collaboration - Celebration.

SANE has three office sites which need a reliable and well organised Office Manager to handle day-to-day operations with a focus on efficiency and time management.

The purpose of this role is to create and maintain a welcoming and engaging work environment ensuring a high level of organisational effectiveness and communication.

We are looking for a proactive organisational culture champion who can wear multiple hats to ensure the smooth running of the office.

The role is based in South Melbourne, but will be responsible for improving company procedures and day to day operation at all three sites.

This Position Description is intended as a guide of The Office Manager's duties. It is not an exhaustive list of everything required to do. In addition to the Accountabilities and KPIs detailed below, you may be required to perform additional duties that are considered within your role and skill.

## Accountabilities and key performance indicators (KPIs)

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Accountability	KPIs
Reception	<ul style="list-style-type: none"> <li>• Provide welcoming and efficient first point of contact for visitors to SANE</li> <li>• Answer and direct all incoming calls and take messages</li> <li>• Check and sign deliveries</li> <li>• Manage incoming and outgoing mail and couriers</li> <li>• Manage incoming emails providing responses or directing as appropriate</li> </ul>
Office Management	<ul style="list-style-type: none"> <li>• Ensure all three SANE offices run efficiently to allow for effective workplaces</li> <li>• Manage office management budget</li> <li>• Manage Car Park leases</li> <li>• Be responsible for office presentation including maintaining the office condition and arranging necessary repairs, organisation of storage room and stationery cupboard</li> <li>• Manage general office maintenance and repairs, including liaising and overseeing any people on site</li> <li>• Manage office equipment eg. Photocopier, franking machine</li> <li>• Ensure there is a trained fire warden and first aid officer in each office</li> <li>• Create and maintain relevant policies and procedures</li> <li>• Plan and manage office events and celebrations</li> </ul>
Office Administration	<ul style="list-style-type: none"> <li>• Provide administrative support to SANE office and staff as requested</li> <li>• Ensure stationery and kitchen supplies are stocked</li> <li>• Maintain staff contact list and information</li> <li>• Organise catering for office events as required</li> <li>• Booking travel for selected staff</li> <li>• Organise meeting rooms for large meetings and VIPs</li> </ul>
People & Culture	<ul style="list-style-type: none"> <li>• Be a culture champion within the organisation</li> <li>• Uphold and work within the SANE Values &amp; Behaviours</li> </ul>

## Position dimensions

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No direct reports

## Key internal and external stakeholders

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### Stakeholder

Executive Assistant – Maintain open communication

SANE Staff – maintain open communication and provide general assistance

External contacts – Maintain effective and open communication over the phone, email or in person

## Selection criteria

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### Qualifications

- Desired: Qualifications in administration

### Experience

- Previous and relevant experience as an Office Manager, Front of office manager or Administrative Assistant
- Desirable - Understanding of the mental health sector and issues relating to mental illness
- Desirable - Experience working in the not - for - profit sector

### Capabilities

- Proficiency in MS Office, in particular MS Outlook
- Ability to create and implement procedures that create efficiencies and enhances the workplace
- Excellent time management skills
- Ability to multi task and prioritise work
- Attention to detail and problem solving skills
- Excellent written and verbal communication
- Strong organisational and planning skills in a fast paced environment
- Excellent interpersonal skills with an ability to communicate effectively with a range of stakeholders

## How to apply

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Send your CV and a cover letter outlining your relevant experience to the Head of People & Culture – [nicole.recks@sane.org](mailto:nicole.recks@sane.org)  
Applications close Thursday 14 February.