

Position Description

Title:	Office Manager
Branch:	Infrastructure
Status:	Fulltime – 75 hours a fortnight
Location:	Belgrave
Reports to:	Infrastructure Manager
Direct Reports:	Administration Assistant
Hours/Days of Work:	Monday to Friday 7.30am to 3.30pm (30 minute break) with flexibility negotiable depending on business needs
Travel:	Puffing Billy Railway (PBR) sites and some local travel required
Requirements	Current Victorian Working with Children Check (WWCC) Resolved National Criminal History Check Completed Category 3 Health Assessment Medical

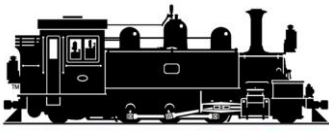
Job Purpose

The role of Office Manager will oversee the administrative management of the Infrastructure Branch, ensuring that the processes, procedures and systems required to effectively operate the branch, to achieve and maintain required operations, compliance and risk management, are regularly reviewed, enhanced and implemented.

The role will seek to continually optimise the processes and procedures employed by the Branch by seeking efficiencies through the adoption of technologies, including but not limited to, digital recording, transmission and scheduling of compliance activities, maintenance programs, data gathering, records management and reporting. The role will manage the systems of the branch in a similar structure to that of an appropriate Quality System Standard to ensure consistent approach, service standards, compliance with regulatory authorities' requirements and provide a professional standard of communication both within the department and with external stakeholders.

Key Duties & Responsibilities

- Support to the Infrastructure Branch management team in ensuring that relevant branch process, compliance and governance requirements are maintained and implemented according to schedule
- Co-ordinate the implementation and revision and of the policies, procedures and processes that support the smooth and efficient operations of the Infrastructure Branch
- Oversee and co-ordinate the transition of infrastructure asset management into a suitable Computerised Maintenance Management System (CMMS) such as but not restricted to the MEX Management Software
- Once transitioned, assume responsibility for the ensuring the upkeep and correct use of the CMMS for scheduling, tracking and closing out required works including for fire management, safety, facility essential safety measure programs and track maintenance
- Direct management of the activities and performance of the Infrastructure Administration Assistant
- Oversee and ensure the co-ordination of the diary / appointment management for the Infrastructure management team via the Administration Assistant, including but not limited to annual leave management, training attendance, corporate community program supervision



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- Assistance in the preparation of external submissions, grant applications, planning related documents and presentations to external agencies including Federal, State and Local Government
- Oversee and lead in the enhancement of the preparation and standard of departmental communications including newsletters, regulatory reports, Board reports and Sub-committee reports
- Oversee the process of the induction of new employees and volunteers, ensuring training records are managed (including ongoing compliance and development training programs for those in department)
- Co-ordinate the Branch performance management program, ensuring personnel records are current, leave and timesheet documentation is accurate and completed in a timely manner
- Build and maintain sound, co-operative and mutually beneficial working relationships with external parties including suppliers, government representatives and local community groups
- Assist in the preparation and reporting of department budgets and financial management reports and monthly reporting
- Ensure the general administrative support to the Branch and staff through co-ordination, delegation and as needed, hands-on task management

General Responsibilities

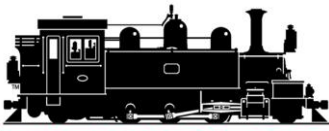
- Actively participate in continuous improvement activities to improve processes and systems.
- Adhere to all company values, principles, policies and procedures
- May have direct contact with children and will be required to follow all appropriate policies
- Maintain a **Child Safe** environment including reporting responsibilities and procedures
- Other tasks and duties as requested

Key Competencies

- Strong organisational skills, with ability to prioritise and follow-through with task in a timely manner
- Enthusiasm, energetic and passionate advocate for continuous improvement with the ability
- Initiative to identify system improvements and implement change
- Excellent verbal and written communication skills
- Ability to work cooperatively and respectfully with others from various backgrounds and cultures
- Flexible and adaptable with ability to problem solve and multi-task
- Ability to work independently and under pressure
- Ability to work as a team & to lead by example.
- Ability to delegate but take a hands-on approach if needed
- Strong stakeholder management skills
- Focus on service excellence, exceeding internal and external customer expectations
- Strong numeracy and literacy skills to manage basic accounting administration tasks
- High standard of computer skills including but not limited to the Microsoft suite

Qualifications & Experience Required

- Qualifications or extended experience in office management, accounting, business practice management or similar
- Experience in implementing and maintaining certified quality systems
- Experience in process and procedure review, process enhancement, policy and procedure review and implementation
- A minimum of 5 years' experience in a similar position
- Current Drivers Licence
- Experience with a CMMS such as MEX or similar looked upon favourably
- Risk and asset management experience is advantageous
- Experience with the management of change process
- Experience working in tourism, not for profit and volunteering sectors looked upon favourably
- An understanding of Puffing Billy's history and current business desirable but not essential



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Key Relationships

- Infrastructure Branch staff and management
- Other PBR management, staff and registered volunteers
- ETR Board members as required
- Corporate volunteer groups
- External stakeholders including community groups, emergency agencies, elected officers and senior management in public and private organisations

Health & Safety Responsibilities

All staff have responsibilities on behalf of the organisation but must also comply with their requirements as employees. It is their responsibility to:

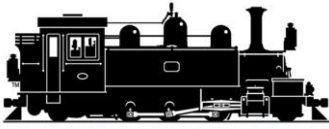
- Participate in the development of a safe and healthy workplace.
- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures
- Ensure that employees are equipped with the information, instruction, training and supervision that they need to work safely.
- Identify, assess if necessary and control hazards within their area of responsibility
- Co-operate with management in its fulfilment of its legislative obligations.
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.
- To report any injury, hazard or illness immediately, where practical to their supervisor.
- Not place others at risk by any act or omission, not wilfully or recklessly interfere with safety equipment.

The following health and safety factors are relevant to this position

Frequent (occurs 1/3-2/3 of time)	Constant (occurs 2/3+ of time)
<ul style="list-style-type: none"> • Manual handling task (0 – 9kg) • Gripping, holding, clasping with fingers/hands 	<ul style="list-style-type: none"> • Hand/arm movement i.e. stacking, reaching, typing and sorting • Walking on uneven surfaces • Sitting at workstation • Responsibility for the safety of others

Additional Notes

- Some weekends and public holiday work may be required on a pre-agreed, rostered basis
- As Puffing Billy Railway's peak time is during the Victorian school holiday period, taking leave during school holidays is limited
- Puffing Billy Railway is a child-safe organisation. All employees and volunteers are required to undergo a National Police Check, a Working with Children Check and sign our Child Safe Policy and Child Safe Code of Conduct.



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Acknowledgment

I declare that I have read and fully understand the content of this Position Description.

Employee

Name: _____

Employee

Signature: _____

Date: _____

Approved By:	Steve O'Brien	Date:	September 2019
Last Updated By:	Bret Butler	Date:	09 September 2019



Puffing Billy Railway's staff and volunteers are committed to providing positive experiences for children in an environment that is caring, nurturing and safe.

Our Children, Our Focus, Our Future, Speak Up!