

JOB DESCRIPTION FORM	
POSITION DETAILS	
POSITION TITLE	Business Services Officer
LOCATION	Archer Street Carlisle and other sites as required
SERVICE/PROGRAM	Business Services
EMPLOYMENT STATUS	Part-time as negotiated
AWARD/COLLECTIVE AGREEMENT	Social, Community, Home Care and Disability Services Award 2010
CLASSIFICATION	SCHADS Award Crisis Accommodation Level 5 Pay point 1-3
REPORTING RELATIONSHIPS	
Position reports to: Head of Finance & Assets	
Positions reporting to this Position: Nil	
PURPOSE	
The Business Services Officer is responsible for coordinating and undertaking the day-to-day administration of the organisation's properties, assets, fleet, equipment and related business support functions. The role provides practical operational support across all Starick service locations by coordinating maintenance activities, managing asset and fleet records, facilitating contractor engagement, supporting IT asset administration, and maintaining systems and documentation that underpin effective service delivery. As part of the Business Services function, the role works closely with operational teams, landlords, contractors and external service providers to support the delivery of safe, functional and well-maintained environments, equipment and resources across the organisation. The role operates across multiple service locations, including refuges, outreach sites and business sites, and requires regular attendance at those locations to coordinate property, asset and maintenance activities and respond to operational requirements..	
ABOUT THE SERVICE	
Starick is an innovative, client focused organisation working across the continuum of prevention, early intervention, crisis response and recovery to address the impacts of Family and Domestic Violence (FDV) and to create safer communities. Our services are based in the eastern metropolitan corridor of Perth and include: • Crisis accommodation and support at Mary Smith and Starick House refuges • Lead agency for the eastern metropolitan corridor Refuge Service System Model (RSSM), providing a 24-hour emergency response for women and children escaping FDV and ensuring a coordinated response to women and children, particularly those at very high risk. • Outreach Services including: ○ Domestic Violence Advocates based in police stations ○ Safe at Home ○ Counselling	

- Supported transitional housing
- Mobile Outreach
- Staff in GP clinics
- Specialist children's programs
- Prevention and community education through delivery of Respectful Relationships programs in schools and sport and recreation associations, and presentations to community and business groups about FDV and appropriate community responses

Starick's operating frameworks are:

- Family and domestic violence informed
- Safe and Together
- Child-centred
- Trauma informed
- Response based
- Strengths based
- Culturally sensitive
- Client-focused

Starick is committed to ensuring a child safe environment and work practices.

POSITION RESPONSIBILITIES

The key responsibilities of the position are:

Property Coordination & Site Management

- Coordinate the day-to-day administration of organisational properties across all service locations
- Undertake regular site visits to support property, asset and maintenance activities.
- Receive, assess and action property maintenance requests from staff and service teams
- Arrange contractor attendance, property inspections and maintenance works.
- Liaise with landlords, property managers, contractors and service teams regarding property maintenance and operational requirements
- Identify, report and coordinate rectification of property maintenance, compliance and safety issues
- Maintain accurate records of maintenance requests, property inspections, contractor works and related documentation
- Coordinate access arrangements for contractors, inspectors and service providers.
- Support the maintenance of safe, compliant and fit-for-purpose properties in accordance with organisational requirements
- Contribute to planning and prioritisation of property maintenance works across all sites

Asset Management & Maintenance

- Maintain and regularly update organisational asset registers
- Coordinate asset procurement, allocation, maintenance, repair and disposal processes
- Track asset locations, condition and replacement requirements
- Coordinate scheduled inspections and maintenance activities for organisational assets
- Action maintenance requests and follow up outstanding works to completion.
- Coordinate responses to urgent maintenance matters and property-related incidents

- Liaise with staff and contractors to prioritise maintenance activities and minimise disruption to service delivery
- Maintain records relating to asset maintenance, servicing, warranties and repairs
- Support lifecycle management of organisational assets through monitoring, planning and record keeping

Fleet & Vehicle Management

- Maintain centralised oversight of organisational vehicles
- Manage vehicle booking system and allocation across teams
- Coordinate vehicle handovers, condition checks and usage tracking
- Maintain and monitor monthly logbooks and compliance requirements
- Arrange vehicle servicing, repairs, registration renewals and maintenance works
- Support the availability of safe and roadworthy vehicles for service delivery through proactive fleet coordination

IT Assets & Systems Coordination

- Maintain and track IT asset registers (laptops, mobile devices and equipment)
- Coordinate allocation, setup and return of IT equipment
- Liaise with IT service provider to manage support requests and issue resolution
- Support onboarding and offboarding processes through coordination of equipment and access
- Monitor IT asset lifecycle and coordinate replacements as required
- Support compliance with organisational processes relating to information security and asset management

Insurance Coordination & Administration

- Maintain records of organisational insurance policies, including property, fleet and asset coverage
- Liaise with insurers and brokers to coordinate renewals and provide required documentation
- Coordinate insurance claims, including gathering information and tracking progress
- Maintain accurate records of incidents, claims and related documentation
- Support organisational compliance with insurance requirements through accurate record keeping and timely administration

Shared Business Support Responsibilities

- Contribute to the continuity of business operations through shared business support responsibilities across the Business Services team
- Support reception and shared communication channels, including answering calls and monitoring inboxes, as required
- Collect and assist with distribution of mail across sites
- Work collaboratively with the Accounts & Business Support Officer to ensure consistent and reliable support across the organisation

Transitional Housing Support

- Support the setup and coordination of client rent in line with organisational processes
- Maintain accurate records and documentation relating to client rent arrangements and monthly payments
- Work in collaboration with finance and service teams to ensure alignment of processes

Continuous Improvement

- Identify opportunities to improve asset, property, fleet and IT management processes
- Contribute to the development of systems, tools and procedures
- Support consistency and efficiency across all service locations

Organisational Contribution

- Contribute to the achievement of the organisation's Strategic Plan
- Participate in team meetings and organisational activities
- Work collaboratively to support organisational priorities
- Undertake other duties as required within the scope of the role

SELECTION CRITERIA

SKILLS AND CAPABILITIES

- Strong organisational and coordination skills with high attention to detail
- Ability to manage multiple tasks and competing priorities across sites
- Practical problem-solving capability in operational environments
- Strong communication and stakeholder engagement skills
- Ability to work independently and take initiative
- Strong administrative and systems capability

ESSENTIAL

- Demonstrated experience in administration, property coordination, facilities, asset or logistics roles
- Experience coordinating maintenance, contractors or operational processes
- Experience liaising with external service providers
- Strong organisational and time management skills
- Experience maintaining records, registers or systems
- Strong written and verbal communication skills

DESIRABLE

- Experience managing fleet or vehicle coordination processes
- Experience supporting IT assets or service providers
- Experience in a not-for-profit or community services environment
- Familiarity with compliance or audit processes

REQUIREMENTS

- National Police Clearance
- Right to Work in Australia
- WA Driver's Licence
- Ability to travel across sites and work flexibly across locations

CERTIFICATION

The details contained in this document are an accurate statement of the responsibilities, competencies and other requirements of the position. .

CHIEF EXECUTIVE OFFICER: _____ **DATE:**
Robyn King

AS the position holder I have noted the statement of capabilities, competencies and other requirements as outlined in this document.

POSITION HOLDER NAME:

SIGNATURE: _____ **DATE:**

