

**POSITION DESCRIPTION: ADMINISTRATIVE OFFICER**

<b>Position Description</b>	This position provides administrative support to the Leadership Team with some central administration accountabilities. The position coordinates the administrative/maintenance functions while also supporting the Leadership Team and central office, delivering a cohesive and responsive Admin function for the office.	
<b>Reports to:</b>	Team Leader Central Office & Executive Support	
<b>Direct Reports:</b>	N/A	
<b>Position Liaises with:</b>	<b>Internally:</b> Leadership Team, Managers and Macquarie Park staff; regional staff from time to time.	
<b>Location:</b>	Central Office	
<b>Strategic Goals</b>	<b>Areas of responsibilities</b>	<b>Key Performance Indicators</b>
<b>Client Focus</b>	1. Working closely with and in support of the Leadership Team and their associated reports in the management of administrative and maintenance functions	1.1 Work closely with Team Leader Central Office & Executive Support and provide the Leadership Team with confidential executive support including: <ul style="list-style-type: none"> <li>1.1.1 General Administrative Support – Provide efficient and accurate administrative services such as preparation of reports, correspondence, expense preparation (using Concur), invoice coding, diary management, photocopying and scanning.</li> <li>1.1.2 Meeting Requests – coordinating dates, booking rooms, setting up equipment and organise catering</li> <li>1.1.3 Events - Coordinating Awards, Staff Orientation and other events</li> <li>1.1.4 Coordinate Training including room booking, catering, invites, room set up, printing all relevant documents and collating and binding training material.</li> <li>1.1.5 Produce the weekly newsletter (Publisher)</li> <li>1.1.6 Organising interviews for new candidates and complete relevant paperwork for new starters.</li> <li>1.1.7 Maintaining data collection and record systems compliant with organisational standards</li> <li>1.1.8 Maintain confidentiality and discretion at all times;</li> </ul>

	<p>2. Develop working relationships with internal and external stakeholders</p>	<p>1.1.9 Uphold organisational policies and procedures.            1.2 Provide support for People &amp; Learning, preparing new staff starter packs, data entry/record management.            1.3 Training (RAPT – Relationships Australia Professional Training) – provide support to all aspects of training, both internal and external including but not limited to:</p> <ul style="list-style-type: none"> <li>• Triage calls and emails, follow up on student information/ enquiries (phone calls and emails), invoicing, meeting set ups (telecons and GoTo), training session documentation (registrations, name tags, printed materials), organising catering, room setup (including IT set up) &amp; room clean up, booking trainers, booking rooms via Outlook, managing website information, using Trybooking and Action HRM (can be trained on this), reports, managing FB presence, version control of documents.</li> </ul> <p>2.1 Participate and contribute to Special Projects as identified by the Leadership Team and Team Leader Central Office &amp; Executive Support            2.2 Liaise proactively, positively and effectively with other relevant internal staff including Macquarie Park Reception, Client Services, Regional staff and Managers and be a conduit for the LT members for communication and information management.</p>
<p><b>People</b></p>	<p>1. Accepts personal responsibility for overseeing and maintaining safe work practices</p>	<p>1.1 Demonstrates integrity, respect and professionalism at all times – and demonstrably lives the RANSW values            1.2 Demonstration of safe work practices including identification and reporting of hazards/workplace incidents as they occur            1.3 Ensure that the Leadership Team is fully informed on all aspects of the operations, including any risks to the organisation</p>
<p><b>Sustainability</b></p>	<p>1. Ensure corporate regulatory compliance             2. Maintain and raise the organisational profile of RANSW</p>	<p>1.1 Coordination of financials consistent with RANSW Policies and procedures            1.1.1 Maintain RANSW’s paper and electronic records and documents in compliance with relevant legislations             2.1 Represent, promote and enhance the reputation of the organisation and the Leadership Team to the community, key stakeholders, guests and visitors to RANSW.</p>

## KEY COMPETENCIES

- **Customer Service Orientation** - ability to deal with a wide variety of enquiries from clients, the public and other organisations in a calm and courteous manner, demonstrating maturity and discretion; promote a positive and professional image; interact respectfully and ethically with a diverse range of customers and customer service.
- **Administrative Skills** – demonstrate knowledge and experience across a range of administrative duties; flexibility and ability to multi-task within office; financial management ability.
- **Technical Skills** – confident knowledge and use of computer technology including intermediate skills in Microsoft Office programs, data entry systems, electronic diary and email systems and file management; high degree of accuracy and good attention to detail.
- **Interpersonal and Communication Skills** – excellent interpersonal skills (verbal and written); demonstrating initiative, adaptability with difficult situations or tasks; manages own stress and boundaries eliciting appropriate support as required; plans and organises self with complex workload; advises line manager of any concerns or issues.
- **Teamwork** – works collaboratively and collectively with team / work group to accomplish organisational goals; respecting the needs and contributions of others for quality service delivery.

## SELECTION CRITERIA

### Essential requirement

- Demonstrated experience in delivering quality customer service to internal/external customers
- Excellent written/verbal skills
- A positive can-do attitude, high levels of discretion and total confidentiality of information across the portfolio
- Valid and current Working with Children Check Clearance & police check