

**POSITION DESCRIPTION – Administration Officer****Part 1 – Expectations for Your Role**

<b>Position</b>	Administration Officer
<b>Service / Program</b>	Early Childhood Approach
<b>Industrial Instrument</b>	EACH Enterprise Agreement 2024
<b>Instrument Classification</b>	Support Service - Level 2
<b>Reports to</b>	Regional Lead
<b>Effective Date</b>	April 2025

**Key Deliverables**

- **Professional Communication:** Responds to calls and emails from families and stakeholders in a professional, respectful, and solution-focused manner, including managing challenging or distressed customers calmly and empathetically.
- **Appointment and Resource Coordination:** Manages staff appointments, meeting rooms, and fleet car bookings efficiently.
- **Data Generation and Reporting:** Generates accurate and timely data from the NDIA business system for reporting and decision-making.
- **Data Analysis:** Analyses service data to support planning and quality improvement activities.
- **Operational Reporting:** Prepares and distributes detailed operational reports as requested.
- **Expense Management:** Reconciles and submits expense and credit card.
- **Recordkeeping:** Maintains confidential and accurate electronic and hardcopy records and archives records as required.
- **Inbox Management:** Manages shared inboxes, prioritising and responding within 24 hours.
- **Meeting Administration:** Coordinates meetings, prepares agendas, records and distributes minutes, and follows up on action items.
- **Work Health and Safety:** Conducts regular WHS checks in line with organisational requirements and coordinates safety drills.
- **Onboarding and IT Support:** Manages basic IT issues and supports to complete onboarding tasks for new staff.
- **Process Improvement:** Updates and reviews processes and workflows.
- **Project and Event Coordination:** Coordinates projects, events and office maintenance.

**Skills**

- **Communication:** Excellent written and verbal communication, including the ability to manage sensitive or complex interactions with professionalism.
  - **Customer Service:** Strong customer service skills with the ability to handle challenging conversations and de-escalate conflict.
  - **Digital Proficiency:** High level of proficiency in Microsoft Office (particularly Excel) and client record management systems.
  - **Data Management:** Experience in data entry, analysis and generating accurate reports to inform service delivery.
  - **Time Management:** Exceptional time management and organisational skills including the ability to prioritise workload, meet deadlines and KPIs.
  - **Attention to Detail:** Strong organisational skills with attention to detail and accuracy.
  - **Systems Improvement:** Initiative to improve and streamline administrative systems and workflows.
  - **Teamwork and Independence:** Ability to work independently and as part of a collaborative team.



- **Initiative and Flexibility:** Ability to contribute ideas and demonstrate initiative and flexibility.
- **Compliance:** A National NDIS Worker Screening Check and NDIS pre-engagement screening is cleared prior to commencement of employment.

### **Experience and Knowledge**

- **Administrative Experience:** Minimum 5 years' experience working efficiently in a busy, complex and client-focused environment.
- **Reporting Experience:** Experience in gathering data and preparing detailed reports.

### **Qualification/Registrations/Licences (*Mandatory only*)**

Qualifications in office/business administration or related field

### **Physical Requirements**

- **Office Environment:** Ability to sit for extended periods and use office equipment.
- **Data Entry:** Capability to type and handle administrative tasks.
- **Office Mobility:** Ability to move around the office.
- **Light Lifting:** Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Communicate effectively in person and via phone/video.



## POSITION DESCRIPTION - Employee

### Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

### Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each's values, ensuring an inclusive, safe, and engaging culture.

### Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each's goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

### Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

### Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

### Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

### Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

### Key Selection Criteria

#### Skills & Behaviours

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

#### Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.



- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

#### Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

#### Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.