

## Position description

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# Senior Administration Officer

## 1. OUR ORGANISATION

### Vision

Sexual and reproductive health & safe respectful relationships for all.

### Mission

#### At True, we deliver:

- confidential, quality sexual and reproductive health care,
- expert resources and training in sexual and reproductive health,
- personal safety, sexuality and relationships education for professionals, families and communities.

#### At True, we support people to:

- be safe in all their personal relationships,
- achieve physical, emotional and social wellbeing in relation to sexuality across their lifespan,
- understand and have positive, respectful safe sexual experiences, free of coercion, discrimination and violence,
- access and make informed choices about reproduction and reproductive health.

### Values

*Our values define the way we work and interact with our clients, partners, the community and our environment. They guide us and help us to foster a culture of respect, courage, innovation and commitment. Decisions based on values are supported.*

#### People first

- We value and respect all people. We act with courage and empathy. We encourage personal development and professional achievement.

#### Community focus

- We collaborate with all sectors of the community to implement evidence-based solutions to improve health outcomes and personal safety.

#### Equity and access

- We are committed to social justice and ensuring equal access to services which promote safe, healthy and informed relationships.

#### Honesty and integrity

- We consider the impact of our actions and hold ourselves accountable for our behaviour.

#### Safety

- We value safety in how we work and the fundamental role it plays in achieving sexual and reproductive health, wellbeing and personal safety.

#### Innovation

- We are innovative in the way we work to develop creative solutions and maximise impact and outcomes for all now, and into the future.

## **2. Purpose and contribution**

The Senior Administration Officer is responsible for :

- Providing administrative support to the Chief Executive Officer (CEO), Board, Company Secretary, Board Committees and to True's Senior Leaders.
- Provide management and leadership of the Brisbane administration support team.
- Support the Property and Risk Coordinator with facility management.

## **3. Key responsibilities**

### **3.1 Leadership**

- Support, encourage, mentor and lead the administration team.
- Articulate the company's values and culture, and influence others to follow the values and culture. Lead by example and transfer improved leadership skills and practices across the organisation. Act constructively to encourage desired behaviour within the administration team.
- Interact with external parties or administration service providers creating a positive image of True and managing external expectations and support.
- Lead development of efficient administrative processes and methods of work.
- Lead the Brisbane administrative support team to provide effective office management and administrative support across True. Ensure the development, practice and monitoring of quality across all administrative services.

### **3.2 Service development and management**

- Develop personal and team operation plans for the team.
- Supervise the implementation of personal and team operational plans.
- Review current office and administration policies and procedures and develop new policies and procedures as required.
- Design, lead and manage administrative support projects.
- Manage the online travel platform and report on expenditure information.
- Maintain True's critical document storage register .
- Supervise the archiving of True files in coordination with the Property and Risk Coordinator including files such as:
  - Grants,
  - Memorandum of Understanding,
  - Financial records,
  - Company records.
- Coordinate the CEO's diary, scheduling appointments, meetings and travel as required.
- Assist the CEO in projects and the organisation of various events / functions from time to time.
- Provide administrative support to the Board through the Company Secretary and CEO when required, including:
  - Support of Board members enquiries,
  - Printing and collating board report,
  - Mail out of board papers to all board members and maintenance of current address lists,
  - Maintenance of Board calendar e.g. meeting/events,
  - Coordination of catering for Board meetings.
  - Provide administrative support to the Senior leaders when required, including:
    - Preparing agenda, writing minutes and printing minutes etc for meetings
    - formatting of documents
    - Develop and maintain Senior Leaders annual operational plan.
    - Develop and maintain Management Calendar (SharePoint)
    - Set meeting appointments in SL's calendars.
    - Prepare CEO report
    - Prepare promotional/information packs for CEO meetings
    - Other admin duties as required.
- Coordinate all activities related to the Annual General Meeting in collaboration with the CEO, Company Secretary and the General Manager Commercial.
- Coordinate and prepare agendas for the Senior Leaders and other management meetings, and act as minute secretary.
- Coordinate and collate reporting for government and non-government agencies as requested.
- Coordinate True membership applications, including renewals and notification to Board Secretary for inclusion into Board agenda.
- Maintain all directories, listings and data bases are regularly updated and current, including but

not limited to:

- Volunteering Queensland
  - Medicare Locals
  - Pro Bono Australia
  - Board members
  - True Memberships.
- Assist with collating information for the the CEO newsletter in collaboration with the General Manager Commercial team.
  - Organise public / member specific event invitation distribution.
  - Assist the Property and Risk Coordinator with facility maintenance.
  - Oversee the schools online booking system.
  - Support True's Senior Leader team with administration tasks as requested.
  - Other duties as directed which are relevant to the role.

### **3.3 Professional practice**

- Maintain professional skills and knowledge in key practice areas.
- Undertake other duties as requested.

### **3.4 Human resource / staffing**

- Manage the administrative support team to achieve the outputs on time, to expected standard and with control of costs.
- Monitor performance and conduct performance reviews.
- Manage performance issues including reward / disciplinary action where required.
- Manage professional development for all team members.

### **3.5 Information and communication technology**

- Develop effective administration process and consider automation where ever possible.
- Utilise ICT systems available.
- Utilise ICT resources in accordance with ICT policies and procedures.

### **3.6 Workplace health & safety**

- Ensure administration team compliance with the workplace health and safety policies and procedures.
- Identify training needs for the administration team in the area of workplace health and safety.
- Ensure the administrative support team staff have relevant OH&S training.
- Work safely, and with regard to the safety of others. Set an example in the development and implementation of a safe work culture.
- Implement and maintain a safe and healthy work environment for administration team.

## **4. Organisational relationships**

### **4.1 Delegation Level**

Delegation authority level 2

The Senior Administration Officer reports directly to General Manager Corporate Services and has several staff reports. This role works closely with the CEO.

### **4.3 Other Key relationships include:**

#### **i. Internal**

- Senior Leadership team.
- All managers – provision of services.

#### **ii. External**

- Government and non – government agencies/stakeholders.
- Major customers & suppliers / service providers of administrative services for True.

### **4.4 Assets controlled by the role**

- Administration systems.
- Policies and procedures relating to area of responsibility.
- Online travel platform.
- All Schools online booking system
- Critical documents register.

#### 4.5 Control Elements

- Annual operational implementation plan.
- Policies and procedures.
- Delegated authorities.
- Project plans.
- Personal work plan.

#### 5. Position requirements

##### a. Cultural fit

- Alignment with True vision, mission and values.

##### b. Knowledge

Key principles relating to:

- experience in leading and managing a team of staff
- experience in leading staff to meet required OH&S systems and practices
- – Coordination of Board reports, meetings
- coordination of office and administration support services.

##### c. Technical skills

- Experience in managing timely and cost-effective administrative support functions across the organisation.
- High level skills in documentation formatting and publishing.
- Excel, access and associated system skills for managing mail outs.

##### d. Social skills

- Ability to develop and maintain positive and productive relationships with internal and external customers and colleagues.
- Effective team leader skills with ability to develop and maintain a positive culture within own team.
- Highly motivated individual who can set priorities and meet deadlines.

##### e. Applications

- Demonstrate effective time management and organisational skills.
- Experience in achieving agreed outcomes in a dynamic environment.

##### f. Problems solving

- Experience identifying and analysing problems and designing solutions within an office and administration environment.

##### g. Qualifications and skills

- Certificate IV in Business Administration with a minimum of 3+ years experience.
- Well-developed organisational skills with the ability to manage and prioritise workloads to meet competing deadlines.
- Computer literacy in Microsoft Office suite.
- JP quals desirable but not essential.

#### 6. Key performance indicators

Specific metrics including but not limited to:

- WH&S reporting and compliance activities
  - zero Lost time incidents in area of responsibility
  - safe work practices implemented across all areas of responsibility.
- Staff reports completed all required Compliance training.
- Board meeting coordinated, and catering provided as agreed with CEO.
- Administrative policies and procedures developed, implemented, revised and updated and well utilised.
- Operational plan document prepared, and communicated, for SLs by end of June each year.
- Position descriptions, action plans and accountabilities in place for all team members.
- Develop and implement True's online critical document system.

- CEO diary well-coordinated as reported by CEO.
- KPI spreadsheet is updated as required by 14 of each month.
- Board/Senior Leader calendar finalised and available for us by first day of year True re-opens each year.

**7. Code of conduct**

The Code of Conduct reflects and informs True's mission, strategic direction and policies and is based on the organisation's key values. The code of conduct specifies the standards of behaviour expected of all True staff in order to nurture a positive workplace culture.

**8. Confidentiality**

All staff must preserve confidentiality of any information from the organisation's documents, verbal communication, or from any other source which relate to the organisation's business, staff or clients. This is a lifelong obligation and extends beyond employment at True.

**Signed:** ..... **Date:** .....

**Name:** .....

*I have read and understand this position description and agree it reflects my role.*