

POSITION DESCRIPTION AND DUTY STATEMENT

Position:	Office Administrator
Responsible to:	Business Manager
Location:	Wollongong
Hours:	22.5 hours per week (0.6 FTE)
Classification:	Social, Community, Home Care and Disability Services Industry Award Level 3.4
Rate of Pay:	\$41.45
Notes:	Plus, generous salary packaging options that can increase your take home pay by paying certain expenses using pre-tax dollars up to \$15,900 a year, and Meal & Entertainment benefits up to \$2650 per year. You must be an Australian citizen or a permanent resident or have unlimited working rights in Australia to apply for this position.

Background:

Our journey began in 1987 as Healthy Cities Illawarra, one of three pilot projects under a World Health Organization initiative, funded by the Australian Government. Today, we continue to grow our impact, expanding our reach beyond the Illawarra and Shoalhaven regions to create healthier cities and communities across Australia.

Through strong partnerships with local governments, healthcare providers, and community organisations, we design, implement, and evaluate evidence-based, cost-effective programs that create lasting health impacts. Our work spans a range of focus areas, including fair food access, healthy eating, cooking skills, physical activity, social inclusion, youth development, and age-friendly initiatives. From walking programs to after-school activities, we help shape the infrastructure of healthier communities while fostering positive, sustainable behaviour change.

- We're for advocacy and public health leadership.
- We're for preventing chronic disease and reducing hospitalisations.
- We're for healthy people and healthy cities.

Healthy Cities. Healthy People.





About the Healthy Cities Approach:

The World Health Organization (WHO) Healthy Cities approach is a global movement that promotes health and well-being by integrating health considerations into urban planning, governance, and community development. It recognizes that the environments in which people live, work, and play significantly influence their health outcomes.

Key Principles of the WHO Healthy Cities Approach:

1. **Health as a Priority:** Health is not just about healthcare services but also about the social, economic, and environmental factors that shape well-being.
2. **Equity and Inclusion:** Reducing health inequalities by addressing the needs of vulnerable and disadvantaged populations.
3. **Intersectoral Collaboration:** Engaging governments, health agencies, businesses, and community organizations to create policies that promote healthier living conditions.
4. **Community Participation:** Encouraging residents to take an active role in shaping policies and programs that impact their health.
5. **Sustainability and Resilience:** Ensuring urban environments are designed for long-term health benefits, including access to green spaces, active transport, clean air, and safe housing.
6. **Evidence-Based Decision Making:** Using research and data to guide policies and interventions that improve public health.

Position Purpose:

The Office Administrator plays a vital role in ensuring the smooth and efficient operation of the workplace by providing high-quality administrative and office management support. This role is responsible for maintaining office operations, front desk management, supporting the Healthy Cities Australia team with administrative tasks such as preparing presentations and documentation, assisting with some financial processing and staff onboarding tasks, assisting with logistics for meetings and events and are a central liaison point with external customers and suppliers.

The position requires a proactive person, a clear communicator, both verbal and written, organized with effective time management skills, relationship management skills, with the highest standards of behavior and work ethic. With a proactive and detail-oriented approach, the Office Administrator ensures the office remains a well-functioning, welcoming, and efficient environment for all staff and visitors.

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**World Health
Organization**



We are part of a United Nations World Health Organisation Global Movement.
Member of the Alliance for Healthy Cities, WHO Western Pacific Region.

Main Role Responsibilities:

Functions	Activities
Front desk Management	<ul style="list-style-type: none"> • Answering and directing phone calls professionally • Greeting visitors and managing reception area • Managing incoming and outgoing mail and packages
Office Operations	<ul style="list-style-type: none"> • Managing calendars and email inboxes • Ordering stationery, kitchen supplies and overseeing cleaning services • Regular stocktake, review and organising of equipment • Provide support to team in onboarding new staff and volunteers by arranging building access, site induction, maintaining staff directory etc • Undertaking ad hoc office duties to ensure the smooth operation of the office.
Administrative Support	<ul style="list-style-type: none"> • Managing calendars and scheduling appointments for staff • Coordinating meetings, preparing agendas, and taking minutes • Maintaining electronic filing systems, ensuring accurate recordkeeping • Data entry and updating databases • Preparing, formatting and distributing documents, reports, and presentations • Assisting with the planning, promotion and administration of events
Compliance and Reporting	<ul style="list-style-type: none"> • Preparing reports on administrative activities • Maintaining spreadsheets such as Risk Register, Staff Training, Media Monitoring
Teamwork	<p>Contributes to the development of a highly effective team by:</p> <ul style="list-style-type: none"> • Attending team meetings and contributing constructively • Working collaboratively across the organisation • Sharing knowledge and experiences
Occupational Health and Safety	<ul style="list-style-type: none"> • Takes reasonable care at all times for their own health and safety and that of others who may be affected by their conduct • Is responsible at all times for maintaining a safe and healthy work environment for all • Is responsible for principles and practices of self-care • Ability to safely drive a vehicle to various locations throughout the Illawarra. • Physical ability to pack, carry, move items in a safe manner.
General	<ul style="list-style-type: none"> • Identify and attend professional development training as appropriate • Other duties as required within context

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Selection Criteria:

Essential	<ul style="list-style-type: none"> • At least two years' experience in a similar role requiring high level administration abilities • Demonstrated knowledge and experience with standard Microsoft Office packages, including Sharepoint • High level of attention to detail • Ability to organise and prioritise tasks, meet deadlines and manage time effectively • Strong written and verbal communication skills • Current Driver's Licence • Current First Aid Certificate (or willingness to obtain) • Current Working with Children Check (or willingness to obtain)
Desirable	<ul style="list-style-type: none"> • Diploma of Business, Certificate IV in Business Administration or similar • Experience using databases and CRM software (Salesforce, HubSpot etc) • Website CMS experience • Experience using Canva or similar package • Experience using social media platforms strategically • Experience working in the not-for-profit sector
Other Personal Attributes	<ul style="list-style-type: none"> • Values that align with ours: integrity, equity, collaboration and inclusion. • Proactive self-starter with a high degree of self-management and a can-do attitude • A professional and friendly manner with excellent customer service skills

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