



Administration Officer

Position Description

October 2025

Position Title: Operations Support Officer

Responsible to: Director, Operations

Employment Basis: Full time, contract.

Salary: **\$90,000**, plus superannuation and salary packaging

Location: Level 6, 116 Adelaide St, Brisbane, Qld 4000

ORGANISATION CONTEXT

QNADA represents a dynamic and broad-reaching specialist network within the non-government alcohol and other drug (NGO AOD) sector across Queensland.

QNADA members provide drug education and information, early intervention, outreach, detoxification, residential rehabilitation, psychosocial and medical treatment, relapse prevention, justice diversion, and social inclusion services.

CONDUCT

QNADA has performance and ethical expectations of its employees, contractors and visitors. The Administration Officer is required to comply with the QNADA Code of Conduct.

PERFORMANCE PLANNING AND REVIEW

Performance goals, targets and indicators will be agreed with the Director, Operations on a regular basis and will be based upon the duties included in this job description.

KEY RESPONSIBILITY AREAS

The Operations Support Officer will provide consistent and timely administration and coordination support for the internal business operations of QNADA, in partnership with Director, Operations to ensure that QNADA's systems, processes, project coordination, reporting and monitoring are delivered efficiently and effectively and compliant with required standards.

The Operations Support Officer will be required to:

- Provide administrative and coordination support across internal business processes, including Office 365, Click up (membership CRM), dext and Xero, social media (Facebook and LinkedIn) and website maintenance (Wordpress).
- Support routine finance and administrative tasks, including accounts payable and receivable processing, reconciliations, purchasing administration and office maintenance.

- Assist with preparation of internal reports inclusive of Board reports and budget tracking.
- Coordinate internal project and team meetings, including agendas, minutes, and action tracking.
- Provide administrative support for small and large events, including our biannual AWS conference.
- Contribute to continuous improvement of QNADA's ISO certified Quality Management system and associated internal audit and review processes.
- Actively contribute to a positive workplace culture.

CONDITIONS OF EMPLOYMENT

The terms and conditions of employment are set out in the individual contract of employment, the relevant award and agreement, and in QNADA policies and procedures.

KEY SELECTION CRITERIA

Essential:

1. Experience in administration and office coordination, ideally in the not for profit health or community services sector.
2. Strong organisational and time management skills with the ability to manage competing priorities
3. Proficiency in Microsoft Office, experience using project management tools and other diverse software such as Clickup, dext, xero, and wordpress (Indesign and Articulate would be advantageous)
4. Demonstrated high level written and verbal communication skills with experience preparing agendas, minutes, reports and communications.
5. Demonstrated ability to establish and maintain effective working relationships and work as part of a team.
6. Experience supporting finance or corporate services functions such as payroll, accounts management and reconciliation.