

## POSITION DESCRIPTION

| General Information:                |   |
|-------------------------------------|---|
| <b>Position Title:</b>              | Administration Coordinator                        |
| <b>Incumbent:</b>                   | N/A   |
| <b>Function &amp; Team/Program:</b> | Strategy, Risk & Commercial – Finance & Corporate |
| <b>Location(s):</b>                 | Flexible  |
| <b>Manager's Position Title:</b>    | Innovation Manager / Project Lead                 |
| <b>Manager's Name:</b>              | Laura James                                       |
| <b>Date Prepared:</b>               | October 2025                                      |
| <b>Prepared By:</b>                 | Laura James                                       |
| <b>Approved By:</b>                 | Stephanie Dunk                                    |

### Primary Purpose of this Position (*In one sentence - why does the role exist?*)

As part of the development process for the next organisational strategy, we are embarking on an ambitious journey to shape the future of the organisation grounded in lived experience, evidence, and co-design.

The Administration Coordinator role will ensure the organisational strategy project runs efficiently by providing high-quality, proactive administrative, scheduling, and logistical coordination to the project team and all stakeholder engagement activities including student and family engagement.

### Scope:

| Direct Reports to this Position | Indirect Reports |
|---------------------------------|------------------|
| By Position Title               | Total Number     |
| • Nil                           | • Nil            |

### Financial Dimensions controlled by this Position (*Include key financial metrics such as revenue growth, income & expense budget, etc*)

| Direct control | Indirect control |
|----------------|------------------|
| • Nil          | • Nil            |

### Other Dimensions of this Position

e.g. Number of programs, site responsibility, geographic spread of team

- Flexible location. May require domestic travel.
- This position involves significant coordination across multiple states/territories, supporting project activities that span the national organisational footprint.
- Success in this role will directly contribute to the final delivery and presentation of the organisation's new Strategy Document to the Executive Team and Board.

### Setting Priorities (*how is work prioritised*)

|  |   |
|--|---|
| How often does employee prioritise their own work? Eg. Daily, weekly, monthly, annually, other | Monthly review and adjust against work plan. Weekly and daily adjustment of priorities. |
|--|---|

|   |              |
|---|--------------|
| How often does employee determine the priorities of others? Eg. Daily, weekly, monthly, annually, other | As required. |
|---|--------------|

| <b>Key Relationships (Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with)</b> |  |
|---|--|
| <b>Internal</b>   | <ul style="list-style-type: none"> <li>Strategy, Risk &amp; Commercial Team Members</li> <li>National Manager, Strategy, Commercial &amp; Risk</li> <li>National Managers</li> <li>Executive Team</li> <li>Team Leaders</li> <li>Family Partnership Coordinators</li> <li>Program Coordinators</li> <li>Regional Programs Managers</li> <li>Policy, Practice and Analytics team</li> <li>Volunteering teams</li> </ul> |
| <b>External</b>   | <ul style="list-style-type: none"> <li>Students</li> <li>Carers</li> <li>Community Organisations</li> <li>Schools</li> <li>Tertiary Education Institutions</li> <li>Corporate partners</li> </ul>  |

| <b>Key Decision Making in this Role: (What are the key decisions and recommendations made in this role?)</b> |  |
|--|--|
| <b>Decisions Expected</b>  | <ul style="list-style-type: none"> <li>Prioritising own work and managing the workflow for scheduling, logistics, and documentation tasks based on evolving project phases and deadlines.</li> <li>Determining the appropriate format and method for collecting, documenting, and securely storing sensitive stakeholder information, such as consent forms and honorarium details.</li> <li>Identifying and notifying when key risks become apparent, including: Timelines, Project management and scheduling issues</li> </ul> |

  

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| <b>Recommendations Expected</b> | <ul style="list-style-type: none"> <li>Provide recommendations on streamlining project administration systems (e.g., SharePoint structure, documentation templates) for greater efficiency and compliance.</li> <li>Suggestions for improving the logistics and accessibility of future co-design workshops and stakeholder engagement sessions.</li> <li>Provide proposals for mitigating administrative risks related to project timelines, budget tracking, and documentation version control.</li> <li>Provide recommendations for enhancing communication flow between the project team and the broader organisation regarding administrative requirements and updates.</li> </ul> |
|---------------------------------|---|

#### **Every Team Member at The Smith Family:**

- Is expected to uphold The Smith Family Values and Culture;
- Understands and complies with the Child Protection Framework;
- Takes reasonable care for the health and safety of themselves and others;
- Understands and complies with the Workplace, Health and Safety Systems;
- Reports hazards and incidents and participates in risk management as required.

| <b>Key Responsibilities / Accountabilities:</b> | <b>Major Area: Scheduling &amp; Logistics</b>  | <b>% of Job Total: 40%</b> |
|---|--|----------------------------|
|   | Manage calendars, book meetings, and coordinate workshops.                                       |                            |
|   | Handle venues, catering, accessibility and participation needs, and technology set-up as needed. |                            |

Organise travel, including scheduling, approvals, bookings and general logistics support including adapting logistics for diverse participant needs (e.g. dietary, sensory supports, prayer space, mobility etc.).

| <b>Major Area: Documentation &amp; Records</b>  | <b>% of Job Total: 30%</b> |
|---|----------------------------|
| Draft agendas, take minutes, and track actions.   |                            |
| Maintain project files, SharePoint, and document version control. Create and manage SmithNet Page.  |                            |
| Update and maintain project management software incl. task management, stakeholder register   |                            |
| <b>Major Area: General Administration</b>   | <b>% of Job Total: 20%</b> |
| Maintain documentation for stakeholder engagements, which may include collection and documentation of consent and handling sensitive data |                            |
| <b>Major Area: General Administration</b>   | <b>% of Job Total: 20%</b> |
| Handle finance forms, payments, reimbursements, and other admin processes.  |                            |
| Manage day-to-day administrative needs of the project team  |                            |
| <b>Major Area: Team &amp; Project Support</b>   | <b>% of Job Total: 10%</b> |
| Support project team by chasing up tasks or reminders.  |                            |
| Assist with preparation of reports, presentations, and communications.  |                            |

| <b>Key Challenges in Achieving Goal(s): (What are the key challenges faced by this role in meeting goals/objectives)</b>  |   |  |
|---|---|--|
| Balancing multiple competing priorities and tight timelines while maintaining high accuracy, coordination, and communication across a fast-moving, organisation-wide project. |   |  |
| <b>Qualifications, Experience and Competencies: (What background, knowledge, experience or competencies are required to perform the role at the expected level?)</b>          |   |  |
| <b>Education / Qualifications / Memberships:</b>  | <b>Essential</b>  | <b>Desirable</b>   |
|   | <ul style="list-style-type: none"> <li>Relevant qualification or training in business administration, project management, or a related field.</li> </ul>  | <ul style="list-style-type: none"> <li>Tertiary qualification in business, management, or a related discipline.</li> </ul>   |
| <b>Experience:</b>  | <b>Essential</b>  | <b>Desirable</b>   |
|   | <ul style="list-style-type: none"> <li>Proven experience providing administrative or project support in a busy, multi-stakeholder environment.</li> <li>Demonstrated ability to manage scheduling, documentation, and logistics effectively.</li> <li>Experience using Microsoft 365 tools (Teams, Outlook, SharePoint, Excel).</li> <li>Experience maintaining version control and organising large volumes of project documentation.</li> </ul> | <ul style="list-style-type: none"> <li>Experience supporting strategic or organisational change projects.</li> <li>Experience in a not-for-profit or values-based organisation.</li> <li>Familiarity with design, innovation, or co-design projects.</li> <li>Experience working with senior leaders or executive teams.</li> <li>Experience coordinating young people in schools, programs, youth services or similar operational environments</li> </ul> |
| <b>Competencies:</b>  | <b>Essential</b>  | <b>Desirable</b>   |

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|  | <ul style="list-style-type: none"><li>• Strong organisational and coordination skills with attention to detail.</li><li>• Excellent communication and interpersonal skills.</li><li>• Proactive, flexible, and able to anticipate team needs.</li><li>• High degree of reliability, confidentiality, and professionalism.</li><li>• Empathetic and inclusive attitude, with strong awareness of young people's contexts and perspectives</li></ul> | <ul style="list-style-type: none"><li>• Ability to contribute to the strategic thinking of the project through insight and initiative.</li><li>• Comfortable navigating ambiguity and adapting to evolving priorities.</li><li>• Collaborative and supportive team player who fosters positive working relationships.</li><li>• Continuous improvement mindset with openness to learning and feedback.</li></ul> |
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