

## POSITION DESCRIPTION

General Information:	
<b>Position Title:</b>	Office Manager
<b>Incumbent:</b>	
<b>Function &amp; Team/Program:</b>	Operations – Corporate Services
<b>Location(s):</b>	Adelaide
<b>Manager’s Position Title:</b>	National Corporate Services & Relations Manager
<b>Manager’s Name:</b>	Julie Walker
<b>Date Prepared:</b>	February 2026
<b>Prepared By:</b>	Julie Walker
<b>Approved By:</b>	

Primary Purpose of this Position ( <i>In one sentence - why does the role exist?</i> )
The Office Manager delivers consistent, high-quality corporate services across their State or Territory, aligned to national policies, systems, and service standards. The role ensures operational efficiency, financial integrity, workplace safety, and strong service culture, while acting as a key operational link between State or Territory teams and National Corporate Services.

Scope:	
<b>Direct Reports to this Position</b>	<b>Indirect Reports</b>
By Position Title	Total Number
Nil	
Financial Dimensions controlled by this Position ( <i>Include key financial metrics such as revenue growth, income &amp; expense budget, etc</i> )	
<b>Direct control</b>	<b>Indirect control</b>
<ul style="list-style-type: none"> <li>General Services State or Territory budget</li> </ul>	
Other Dimensions of this Position	
<ul style="list-style-type: none"> <li>Responsibility across multiple offices/sites (metropolitan, regional, co-located)</li> <li>May lead Corporate Services staff and volunteers (where applicable)</li> </ul>	

Setting Priorities ( <i>how is work prioritised</i> )	
How often does employee prioritise their own work? Eg. Daily, weekly, monthly, annually, other	Daily

How often does employee determine the priorities of others? E.g. Daily, weekly, monthly, annually, other	NA
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<b>Key Relationships</b> <i>(Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with)</i>	
<b>Internal</b>	<ul style="list-style-type: none"> <li>• National Corporate Services &amp; Relations Manager</li> <li>• National Shared Services (Finance, People &amp; Culture, Risk, BIS)</li> <li>• Interstate Office Managers and Corporate Services peers</li> <li>• Regional Programs Managers</li> <li>• Team Leaders, Project Managers and Project Officers</li> <li>• National Managers and Leaders from National Teams based in the State or Territory</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>• Property and facilities managers</li> <li>• Suppliers and service providers</li> <li>• Financial institutions and partners</li> </ul>

<b>Key Decision Making in this Role:</b> <i>(What are the key decisions and recommendations made in this role?)</i>
Decisions Expected <ul style="list-style-type: none"> <li>• Prioritisation of workload</li> <li>• Time management (effort versus reward for work-related tasks)</li> <li>• Taking initiative and problem-solving</li> <li>• Timing of internal and external communications including management and distribution of collateral</li> <li>• Selecting suppliers</li> <li>• Judgement and sensitivity when interacting with clients, supports and other stakeholders</li> </ul>
Recommendations Expected <ul style="list-style-type: none"> <li>• Improvements to processes and procedures to ensure team efficiency</li> <li>• Identify solutions to coordination and administration problems as they arise</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>
<p><b>Major Area: Corporate Services Operations &amp; Office Management - % of Job Total: 40%</b></p> <ul style="list-style-type: none"> <li>• Manage day-to-day office operations across all State/Territory sites</li> <li>• Ensure facilities, assets, records, and contracts meet national standards</li> <li>• Maintain asset registers and liaise with National teams on IT/resources</li> <li>• Coordinate onboarding and office induction</li> <li>• Maintain internal platforms, staff lists, and office communications</li> <li>• Support events, forums, and meetings</li> <li>• Champion service excellence, consistency, and continuous improvement</li> </ul>
<p><b>Major Area: Financial Processing &amp; Budget Management - % of Job Total: 30%</b></p> <ul style="list-style-type: none"> <li>• Prepare and monitor Corporate Services budgets</li> </ul>

- Process accounts, expenses, donations, and reconciliations
- Support leaders with travel and corporate card compliance
- Ensure procurement aligns with national policy and audit standards
- Liaise with Finance to resolve anomalies and improve controls

**Major Area: Workplace Health & Safety - % of Job Total: 15%**

- Oversee the administration of WHS compliance across all sites
- Coordinate bi-annual Workplace Inspections audits and any additional audits across sites
- Support team members to undertake timely hazard, injury and incident reporting through governance systems including FOLIO
- Work with relevant national teams to maintain emergency procedures, safety equipment, testing and tagging and compliance records
- Contribute to national WHS initiatives and provide localised support as requested

**Major Area: Leadership, Culture & National Alignment - % of Job Total: 15%**

- Role model organisational values and leadership behaviours
- Lead, coach, and develop Corporate Services staff (where applicable) and build capacity in team members within their State or Territory
- Actively contribute to national Corporate Services process improvement and standardisation
- Support national initiatives (e.g. RAP, cultural and governance activities)

**Key Challenges in Achieving Goal(s):** *(What are the key challenges faced by this role in meeting goals/objectives)*

- Managing competing and often urgent operational demands across multiple sites while maintaining service quality and compliance
- Respecting diversity within the workplace and external stakeholders
- Balancing responsiveness to State/Territory and local operational needs with adherence to nationally defined policies, systems, and standards
- Ensuring financial, WHS, and governance compliance across dispersed and diverse environments
- Operating effectively in environments with varying levels of capability, infrastructure, and local complexity
- Influencing outcomes with senior stakeholders without direct decision-making authority
- Maintaining consistency, accuracy, and professionalism while handling confidential and sensitive matters
- Driving continuous improvement while supporting day-to-day operational delivery
- Adapting to change, ambiguity, and evolving national priorities without loss of service continuity

**Qualifications, Experience and Competencies:** *(What background, knowledge, experience or competencies are required to perform the role at the expected level?)*

	<b>Essential</b>	<b>Desirable</b>
<b>Education / Qualifications / Memberships:</b>	<ul style="list-style-type: none"> <li>• Certificate IV in Business or equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>• Completion of Year 12 or equivalent</li> </ul>
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Office management and financial processing experience</li> <li>• Excellent communication and confidentiality skills</li> <li>• Knowledge of basic financial accounting and administrative processes</li> <li>• Demonstrated skills in organising, prioritising, and completing tasks</li> </ul>	<ul style="list-style-type: none"> <li>• People leadership experience</li> <li>• Community / human services sector experience</li> <li>• Volunteer coordination experience</li> <li>• Experience in working with people from diverse backgrounds in a community setting</li> </ul>

	<p>within an environment of competing priorities</p> <ul style="list-style-type: none"> <li>• Previous experience with functions, events, and project work</li> <li>• Experience in the use of computerised information systems and processes, particularly Microsoft Office 365</li> <li>• High level experience in organising meetings and recording meeting outcomes</li> </ul>	
<b>Competencies:</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>• High level of comprehension skills and well developed written and oral communication skills</li> <li>• Proven ability to use the Microsoft Office suite of products including Excel to an advanced level</li> <li>• Proven ability to maintain confidentiality and exercise tact and discretion</li> </ul>	